Manitoba

Annual Report
1999 - 2000*

Labour

*For the period ending March 31, 2000

Published by the Authority of the Legislative Assembly
Winnipeg, Manitoba

Includes 10% post-consumer waste

100-07643/

Minister of Labour

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

His Honour
The Honourable Peter Liba
Lieutenant Governor of Manitoba

Your Honour:

I have the privilege of submitting the annual report of the Department of Labour covering the period from April 1, 1999 to March 31, 2000.

Respectfully submitted,

Becky Barrett

Becky Barrett
Minister of Labour

Manitoba

Deputy Minister of Labour

Winnipeg, Manitoba, CANADA
R3C 0V8

Honourable Becky Barrett
Minister of Labour

Minister:

I am pleased to present the annual report of the Department of Labour for the fiscal year ending March 31, 2000.

In September 1999, the Department welcomed the addition of the Citizenship and Multiculturalism Division. Through its provincial leadership role in immigration and settlement matters, the division directs policies, programs and activities that work toward making Manitoba a place where people are welcomed and have opportunities for full participation in the social, economic and demographic growth and development of the province without fears of racism and discrimination.

As an important outcome of the meeting of Ministers of Labour in Canada held in Winnipeg in February, federal, provincial and territorial governments agreed to ratify the International Labour Organization Convention on the Elimination of the Worst Forms of Child Labour.

The Department continues to devote itself to continuous improvement. The past year has seen efforts maintained in that regard with staff further embracing technology as a tool to improve information dissemination and public access to the Department. Work efforts continue to improve the state of our information technology systems with a primary example of this being the creation of advanced systems for workplace inspections and employment standards violations.

The Workplace Safety and Health Division enjoyed a successful launch of the LINK (Labour Information Network) computer system that was designed and put into operation to provide a mobile data and information platform for all field officers. This enhanced technology has significantly improved the efficiency and effectiveness of communication in terms of the content and timeliness of information furthering divisional goals and objectives.

The Employment Standards Branch continues to focus its resources on developing pro-active programs designed to educate youth and newcomers to Manitoba about employment standards legislation. The Branch has partnered with a number of organizations that educate communities who are not proficient in the English language about their rights and responsibilities in the workplace and assists immigrants with settlement issues. A database has also been established to track youth employment information. This information assists the branch in designing and delivering educational programs to young workers.

Two regulations under The Pension Benefits Act, incorporating solvency requirements to reduce the risk of plan insolvency and to require the funding of solvency deficiencies on plan termination were enacted. These regulations are an integral part of ensuring the rights of employees to receive benefits promised under employer sponsored pension plans. Regulations under the Employment Standards Code were also reenacted.

The Department would like to acknowledge the contributions and invaluable support provided by the external advisory committees that provide government with expert advice and recommendations.

Respectfully submitted,

Tom Farrell
Deputy Minister of Labour

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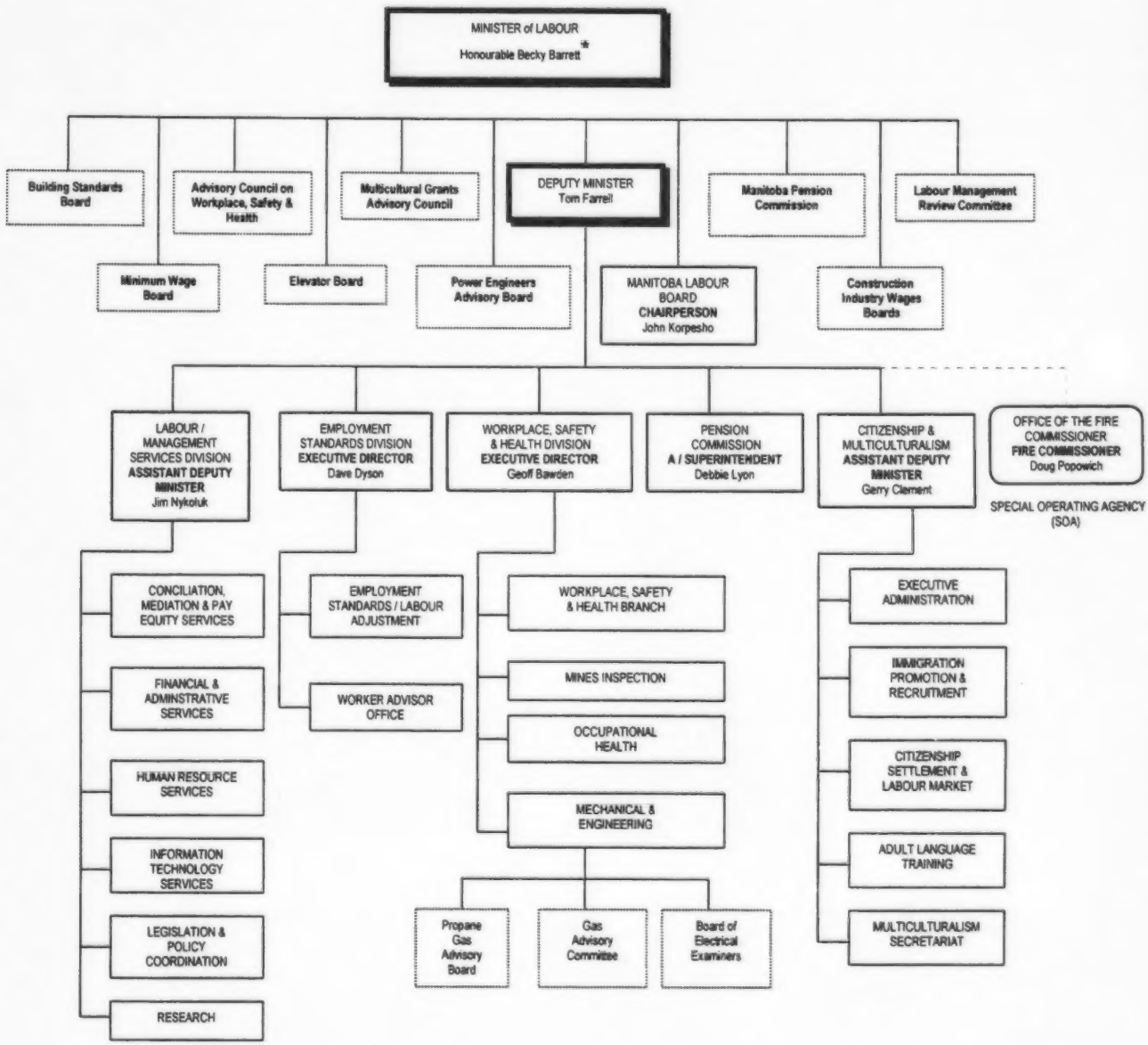
MANITOBA LABOUR
1999-2000 ORGANIZATION CHART



*Honourable Mike Radcliffe was Minister until October 5, 1999

VISION, MISSION AND GUIDING PRINCIPLES

Vision

- The economic and social well being of Manitobans will be supported by the promotion of fair employment practices, safe and healthy workplaces and harmonious labour/management relations.

Mission

- Through creative leadership and effective partnerships, the Department of Labour will promote appropriate standards and deliver quality services with respect to workplace health and safety, employment fairness, and more generally, public safety for all Manitobans.
- The Department of Labour's mission is operationalized through commitment to innovation, partnership and service.

Guiding Principles

- Serve the Manitoba public efficiently, courteously and effectively.
- Consult equally with labour, management and other client groups.
- Develop and pursue preventative and public education strategies.
- Assume a leadership role, and promote partnerships, innovation and change, with our external stakeholders.
- Be accountable and responsible in the use of public funds.
- Empower staff and recognize that they are our most important resource.
- Promote responsiveness, flexibility and innovation throughout the organization.
- Pursue and implement continuous improvement strategies in services, programs and operations.

OVERVIEW OF 1999/2000 ACHIEVEMENTS

In respect to legislative development, one new statute was enacted and 5 regulations were amended. In addition, the new Employment Standards Code was proclaimed in force. Some of the changes to legislation include: the re-enactment of regulations under the new Employment Standards Code, amendments to The Retail Businesses Holiday Closing Act, the new Holocaust Memorial Day Act, and the introduction of new solvency rules for pension plans.

The Department has identified the use of information technology as being critical to its success in delivering efficient and effective programs. Some examples of the Department's recent efforts in this area are as follows:

- In January 2000, Workplace Safety and Health implemented a new Labour Information Network, or LINK, a computer-based system designed to assist workplace safety and health inspectors.
- The Employment Standards Branch developed a new database designed to track child employment permits. Information generated from this database will assist the Branch in designing and delivering educational programs to youth on their rights and responsibilities in the workplace.
- Conciliation and Mediation Officers have field access to a computerized database through the use of lap top computers.
- The Department increased the availability of information by expanding and updating its web-site.
- In addition, the Department was actively involved in the implementation of both the new provincial accounting/human resource system known as SAP and the comprehensive human resource plan and employee profile system known as ACCESS.

In support of the Department's commitment to continuous improvement, the Department undertook a number of projects aimed at improving its programs and services, many of which were performed in cooperation with other organizations.

- Employment Standards implemented a comprehensive public education initiative to disseminate information to the public regarding the Employment Standards Code. Printed materials were revised and updates were made to web-site information and the employment standards video.
- Labour Adjustment Services developed a worker adjustment handbook for distribution to committees assisting workers affected by job loss.
- Workplace Safety and Health coordinated the development of a Canada-wide system of performance measures for safety and health agencies in Canada in conjunction with the Association of Workers Compensation Boards of Canada (AWCBC) and Canadian Association of Administrators of Labour Legislation (CAALL). The Division also co-hosted with Human Resource Development Canada and the Workers Compensation Board, a North American Agreement of Labour Co-operation (NAALC) Conference on safety and health in the mining sector. Over 200 delegates from Canada, United States and Mexico attended the Conference.
- Citizenship and Multiculturalism initiated and hosted Canada-wide consultations on the Provincial Nominee Program with representation from local, provincial, regional and federal governments.
- The Pension Commission expanded the availability of publications to the public, including additional information in the French language.

DEPARTMENT OF LABOUR SERVICE AREAS
OVERVIEW

SERVICE AREAS	BRANCH	ACTS ADMINISTERED
Safety and Health	Workplace Safety and Health Branch Mines Inspection Branch Occupational Health Branch	*The Workplace Safety and Health Act The Workplace Safety and Health Act The Workplace Safety and Health Act
Fair and Equitable Treatment in the Workplace	Employment Standards Branch	*The Construction Industry Wages Act *The Employment Standards Code[1] The Employment Services Act *The Remembrance Day Act The Retail Businesses Holiday Closing Act The Department of Labour Act
	Conciliation and Mediation and Pay Equity Services	*The Pay Equity Act
	Manitoba Pension Commission	The Pension Benefits Act
	Worker Advisor Office	The Workers Compensation Act (Section 108)
Public Safety	Mechanical and Engineering Branch	The Amusements Act (Part II) The Electricians' Licence Act The Elevator Act The Gas and Oil Burner Act The Power Engineers Act The Steam and Pressure Plants Act
	Office of the Fire Commissioner	The Buildings and Mobile Homes Act The Fires Prevention Act
Labour Relations	Manitoba Labour Board	*The Labour Relations Act
	Conciliation and Mediation and Pay Equity Services	*The Labour Relations Act The Fire Departments Arbitration Act
Citizenship and Multiculturalism	Citizenship and Multiculturalism Division	The Manitoba Multiculturalism Act The Department of Labour Act The Holocaust Memorial Day Act

Note:

**Denotes Acts on which the Manitoba Labour Board adjudicates*

1. *The Employment Standards Code was enacted June 29, 1998 and in force as of May 1, 1999. The Code consolidated The Employment Standards Act, The Payment of Wages Act and The Vacations With Pay Act.*

Minister's Salary

This appropriation provides for the Minister's salary entitlement as a member of Executive Council.

1(a) Minister's Salary

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	27.0	1.00	27.0	--	

Executive Support

Executive Support includes the Offices of the Minister and the Deputy Minister.

The Executive Offices provide the overall policy direction for departmental programs. The Deputy Minister is the chairperson of the departmental executive committee, which includes the senior managers from each of the Department's divisions.

1(b) Executive Support

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	581.2	10.00	584.6	(3.4)	
Total Other Expenditures	71.0		69.7	1.3	
Total Expenditures	652.2	10.00	654.3	(2.1)	

Labour/Management Services Division

The Labour/Management Services Division is responsible for:

1. Providing centralized administrative and corporate support services to the Minister, Deputy Minister, Executive and Managers.

2. Administering common functional responsibilities to all areas of the department, specifically in terms of budget, revenue processing, personnel, information systems, computer application and support, space, and purchasing.

3. Facilitating and co-ordinating research, policy analysis, legislative and regulatory developments, as well as the assessment of policy options.

4. Preparing background, analytical and briefing information required by the Department and responding to requests for information.

5. Co-ordinating and providing technical support for continuous improvement and strategic planning activities in the department.

6. Assisting labour and management to resolve impasse situations in collective bargaining, minimizing work stoppages and providing grievance mediation services prior to arbitration.

The Division develops information and provides support services from a departmental perspective as required by government agencies, the Legislature and other key stakeholders. The central co-ordination of these services is designed to provide for efficient delivery of services and to be responsive to priority corporate needs.

Labour/Management Services Division provides administrative and research support to a number of external advisory boards and committees as well as departmental co-ordination for labour standards concerns in regards to inter-provincial and international trade agreements. During 1999/2000, the Division assisted the Manitoba Labour Management Review Committee in its review of various provisions in labour legislation. It also offered technical assistance and advice to the Department of Education and Training on the development of legislative changes to The Public Schools Act respecting Teacher-School Board collective bargaining. The Division, in conjunction with program branches, co-ordinated the development and enactment of various statutes and regulations.

Through Conciliation and Mediation Services, conciliation officers assisted labour and management in collective bargaining negotiations, grievance mediation and dispute resolution. The Division also facilitated the appointment of mediators and arbitrators in other collective bargaining situations.

In co-operation with departmental operations, the Division co-ordinated strategic planning, performance management and annual reporting within the Department. Consultative and technical assistance is provided on a wide range of continuous improvement, process re-engineering and information systems development projects. The framework and measures for the departmental business plan are progressively reviewed and improved in keeping with government guidelines and best practices from other jurisdictions. The Division continued its development of a comprehensive framework for assessing competencies, learning and workforce adjustment alternatives through a Staff Development Team. The Department has begun implementing the employee profile initiative (ACCESS), and the Staff Development Team has begun the process of populating the ACCESS system database with employee profiles.

Human Resources

Objectives

Through the Consolidated Human Resource Services Unit, comprised of six departments and seven Special Operating Agencies, (Education and Training, Labour, Consumer and Corporate Affairs, Housing, Urban Affairs, Seniors Directorate and seven Special Operating Agencies), a comprehensive range of human resource services are provided to the Department of Labour and the Office of the Fire Commissioner. The objective of Human Resources is to ensure that the program delivery areas have the highest level of competent, reliable staff who are compensated appropriately and developed to their potential.

Summary of Performance

During 1999/2000, Human Resources:

- processed all employee payroll and benefit entitlements correctly and on-time;
- completed staffing actions and worked on classification requests;
- provided advice and counsel to staff, managers and senior executives on strategic planning, workforce adjustment, compensation, work definition/options, labour relations and staffing/classification.

Continuous Improvement

- Continue development of departmental policies and procedures governing alternative/mobile work configurations.

Financial and Administrative Services

Objectives

The main objectives of the Branch are to develop, implement and administer policies and procedures to meet management and government-wide financial reporting and control requirements and to ensure accuracy, consistency and completeness of departmental financial reporting. The main activities of the Branch are in the following areas:

- compilation and co-ordination of the Departmental estimates submission, cash flow projections, variance analyses, commitment and other regular financial reports and analyses;
- processing all revenue transactions and providing the financial comptrollership function for the Department;
- administration of office space, fleet vehicles, telecommunications services, records management and office equipment and furnishings.

Summary of Performance

During 1999/2000, the Branch was actively involved with the implementation of the new provincial accounting/human resource system (SAP). The Director and the Supervisor of Accounting Services were both involved in providing co-ordination and guidance to department staff who were involved with the system. With respect to the processing of accounts for payment, the new SAP system proved to be fast and efficient; however, significant difficulties were encountered in generating financial reports from the system for the use of program managers and departmental executive members.

With respect to revenues, in 1999/2000 the Branch processed over 36,000 transactions, of which 734 pertained to the activities of the Office of the Fire Commissioner Special Operating Agency. Total revenues received by the Department of Labour in 1999/2000 amounted to $12,106,000, an increase of 27% from the $9,533,200 that was received during 1998/99. These figures include recoveries from the Government of Canada pertaining to Immigrant Settlement Services provided by the Citizenship and Multiculturalism Division which became part of the Department of Labour in October, 1999.

Continuous Improvement

- The Branch will continue to work, in co-operation with the other branches and divisions within the Department, on the implementation and upgrading of the new government-wide corporate SAP system.

- The Branch will continue to provide advice and assistance to the program areas which have assumed responsibility for the payment function under the SAP system.

- The monitoring and comptrollership activities of the Branch will be increased under a departmental Comptrollership Framework that will be developed and implemented across the department.

Research

Objectives

The Research Branch conducts research and analysis and provides assistance in support of effective management and policy development for the Department.

The Branch provides research and related support services to senior management, branches, departmental and inter-departmental committees, task forces and working groups within the Manitoba government and to other agencies. The Branch also analyzes trends in collective bargaining and industrial relations and provides related information services to both labour and management practitioners.

Summary of Performance

During 1999/2000, the Research Branch provided research and administrative assistance to external advisory boards including the Labour Management Review Committee. The Branch collected, developed and disseminated information and statistical data in areas such as work stoppages, negotiated provisions in collective agreements, expiry dates, labour organizations, union membership, negotiated settlements and wage rates. The Research Branch responded to over 450 requests for information by unions, management, labour relations practitioners, the general public, academics, the Minister and Departmental Executive, and other branches, departments and governments. The Branch also developed material for the Department of Labour internet web site to provide the public with electronic access to information on a variety of labour relations related topics.

Continuous Improvement

- Review existing branch systems and explore options for enhancing databases and other services.

Legislation and Policy Coordination

Objectives

The general objective of the Legislation and Policy Coordination Branch is to co-ordinate the Department's legislative and regulatory initiatives in co-operation with operating branches. The Branch also ensures that departmental and government established procedures and guidelines for the enactment of legislation are complied with. A further objective is to provide accurate legislative and related information to senior management and other government officials to assist them in addressing policy issues.

Summary of Performance

In 1999/2000, the Branch, in co-operation with appropriate operating branches and external groups, co-ordinated the development and enactment of the following statutes:

- The Employment Standards Code, which consolidated and streamlined The Employment Standards Act, The Vacations With Pay Act and The Payment of Wages Act, was proclaimed in force, effective May 1st, 1999.

- The Retail Businesses Holiday Closing Act was amended to restrict retail shopping hours in cases where Boxing Day falls on a Sunday. The exemption allowing stores to open all day Sunday where they close on the proceeding Saturday was limited to cases where those stores are always closed on Sundays.

- The Holocaust Memorial Day Act was enacted to recognize Yom Hashoah, the Day of the Holocaust, as a day of reflection about the enduring lessons of the Holocaust.

The Branch, in co-operation with the appropriate operating branches, co-ordinated the preparation, processing and finalization of amendments to the following regulations:

- The Minimum Wages and Working Conditions Regulation was revised and consolidated a number of existing regulations.

- The Domestic Workers Regulation was re-enacted with a number of revisions.

- The Home and Residential Care Workers Regulation was re-enacted with a number of revisions.

- The Pension Benefits Regulation was amended to provide for new solvency standards for the funding of pension plans and to designate Nunavut as a reciprocating jurisdiction.

- The Minimum Wages and Working Conditions Regulation was amended to designate Nunavut and New Brunswick as reciprocating jurisdictions for purposes of enforcing payment of wages orders.

Continuous Improvement

Enhanced technology now available to the Branch has significantly improved the nature and timeliness of the information required and utilized in furtherance of the Department's goals and objectives.

The emphasis on service quality and communication with clients has continued.

Information Systems Services

Objective

The objectives of Information Systems Services are:

- To provide leadership, assistance, advice and direction to all areas under the mandate of the Department on matters dealing with the efficient and effective use of technology and information management on a daily basis;
- To manage all information technology resources in support of program delivery objectives;
- To develop computer applications and technology use situations that assist with program delivery;
- To ensure the proper custodianship of data and information within the care of the Department; and
- To foster the development of a vision, strategies and directions, in consultation with the program areas, on future directions for technology use.

Summary of Performance

During 1999/2000, Information System Services:

- Provided immediate response to client inquiries/problems and responded to requests for direct service within one business day in most situations;
- Continued new activities on a number of application development projects at the request of departmental branches;
- Generated application program fixes, enhancements and testing to existing computer code;
- Participated in activities and training of interest to the technology community both inside and outside of Government and provided direct assistance where requested;
- Maintained high availability of all systems in operational status during working hours and provided coverage for those systems required on a 7 day, 24 hour basis including on-call provisions;
- Completed and managed the transition of all applications to Year 2000;
- Assisted with the development and implementation of the corporate initiatives of Government;
- Targeted resolution of client problems within 72 hours where a feasible solution was available and attained these targets with rare exception;
- Developed plans and strategies for the upcoming year as well as multi-year plans for technology; and
- Managed the Department's portion of the Desktop Management program.

Continuous Improvement

- Increase the availability of information generated through program areas by expanding the use of electronically published information and the Internet;
- Develop and utilize more advanced methods in application development;
- Expand the use of electronic facilities management tools;
- Generate and implement improved security and information protection measures:
- Continue with the creation of a Department-based mid-range computing environment with advanced storage and backup capabilities;
- Continue support for the corporate initiatives of Government;
- Plan for and continue to work on the consolidation of small stand alone applications;
- Expand the scope and detail of technology planning activities;
- Utilize new technologies and tools where appropriate; and
- Foster the creation of vision and the understanding around technology use and encapsulate this thinking into strategy and plan documents.

2(a) Management Services

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	1,055.2	24.00	1,074.3	(19.1)	
Total Other Expenditures	334.5		318.4	16.1	
Total Expenditures	1,389.7	24.00	1,392.7	(3.0)	

Conciliation and Mediation and Pay Equity Services

Objectives

The overall goal of the Conciliation and Mediation and Pay Equity Services Branch is to promote and maintain harmonious labour-management relations in Manitoba. In doing so, the branch has the following objectives:

- to respond to applications for conciliation and mediation services upon request from labour and/or management when there is an impasse in direct negotiations;
- to avert work stoppages through third party assistance;
- to assist in resolving work stoppage situations which have developed;
- to assist as grievance mediators following rights grievance breakdown and prior to arbitration proceedings;
- to assist in resolving teacher/school board disputes at the mutual request of the parties;
- to increase public awareness of the function of conciliation and mediation services.
- to respond to inquiries and/or assist other jurisdictions, employers, unions and the general public related to pay equity issues and implementation.

Summary of Performance

During 1999/2000 there were 165 conciliation assignments active under The Labour Relations Act; 88% of which were finalized without a work stoppage (See Table 1). Added to this was one assignment under The Public Schools Act (See Table 2). Provincial conciliation officers were involved in a total of 166 assignments.

The Branch was involved in facilitating services to two organizations using Interest Based Bargaining and had one Preventive Mediation file during the year.

From April 1, 1999 to March 31, 2000 the Branch was involved in 10 work stoppages involving 1,753 bargaining unit workers. Three of these work stoppages were active prior to conciliation.

During the reporting year 1999/2000, the Branch had 240 active grievance mediation cases, 13 of which were expedited applications as set out under Section 130(8) of The Labour Relations Act and 227 were voluntary joint applications as set out under Section 129(1) of the Act. Ninety-four of the 227 voluntary joint applications were finalized and 84 or 89% of these were settled. Nine of the 13 expedited cases or 90% were settled, (refer to Table 3 for a more detailed breakdown). On February 1, 1997, Section 130(1) of The Labour Relations Act was amended to limit the availability of expedited grievance mediation arbitration procedure. The procedure was limited to cases of employee dismissal or suspension of more than thirty days, and to cases considered by the Manitoba Labour Board to be of an exceptional nature. As a result, grievances under this section have decreased and grievances under Section 129(1) have increased.

Continuous Improvement

- The Branch continues its participation in the Canadian Association of Administrators of Labour Legislators Conferences. This Association provides staff with the opportunity to exchange information with other jurisdictions and to attend seminars on new and different approaches to preventive mediation and conciliation.

- In the area of information technology, Conciliation and Mediation Service officers now have lap top computers that provide them with field access to a computerized database. This technology assists both conciliation officers and clients by providing them with immediate access to information. The data system is expanded on a continual basis.

Table 1

Statistics Relating to Conciliation and Mediation Services Under The Labour Relations Act

April 1, 1998 - March 31, 2000

	1998/99	1999/2000
Assignments carried over from previous year	61	58
Assignments received during the reporting year	85	104
Assignments received for Interest Based Negotiations	1	2
Assignments received for Preventive Mediation	1	1
Total Assignments in process during reporting year	**148**	**165**
Assignments disposed of during the reporting year		
(a) Settled in conciliation without work stoppage	73	65
(b) Settled following work stoppage	12	10
(c) Conciliation suspended	0	0
(d) Imposed by Manitoba Labour Board for first collective agreement	5	6
Total	**90**	**81**
Assignments still active at end of reporting year	58	84
Percentage of assignments finalized without stoppages	87%	88%

Table 2

Statistics Relating to Conciliation and Mediation Services Under The Public Schools Act

April 1, 1998 - March 31, 2000

	1998/99	1999/2000
Assignments carried over from previous year	1	0
Assignments received during the reporting year	0	1
Total assignments being processed during reporting year	**1**	**1**
Assignments disposed of during reporting year:		
(a) Settled in conciliation	1	0
(b) Referred to arbitration	0	1
(c) Assignments still active at end of reporting year	0	0
Percentage of assignments settled prior to compulsory arbitration	100%	n/a

Table 3

Grievance Mediation

April 1, 1998 - March 31, 2000

Under Section 129(1) (Joint Application)	1998/99	1999/2000
Cases carried forward	83	51
Total cases assigned	83	176
Cases settled	107	84
Cases not settled	8	10
Awaiting mediation	51	133
% settlement achieved	93%	89%

Under Section 130(8) (Expedited Application)	1998/99	1999/2000
Cases carried forward	3	0
Total cases assigned	12	13
Cases settled	12	9
Cases not settled	1	1
Proceeding directly to arbitration	2	1
Cases awaiting mediation	0	2
% settlement achieved	92%	90%

2(c) Conciliation and Mediation and Pay Equity Services

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	372.0	6.00	376.8	(4.8)	
Total Other Expenditures	104.7		95.3	9.4	
Total Expenditures	476.7	6.00	472.1	4.6	

Pension Commission

Objectives

To protect the rights of employees to benefits promised under employer-sponsored pension plans.

To promote the establishment, extension, and improvement of private pension plans in the Province.

Summary of Performance

To achieve these objectives the Pension Commission:

- reviews pension plan documentation for compliance with The Pension Benefits Act,
- monitors the funding of pension plans,
- provides interpretation of the legislation to pension professionals and plan members,
- conducts administrative reviews of the administrative systems of pension plans to assess the level of legislative compliance,
- investigates complaints from plan members,
- carries out public educational activities involving groups of employees, organized labour and plan sponsors, and
- develops new policy and legislation.

In 1999/2000, the Pension Commission handled approximately 3,600 telephone requests for general information on pension legislation and approximately 1,400 compliance related inquiries regarding specific pension plans. Commission staff issued over 500 pieces of correspondence related to compliance. Over 137 pension plan amendments were reviewed for compliance. Over 400 Locked-in Retirement Account (LIRA), Life Income Fund (LIF), and Locked-in Retirement Income Fund (LRIF) contracts were reviewed for compliance. Staff completed 10 plan registrations and 25 plan windups. There were no plan mergers, conversion or surplus refund requests during the fiscal year.

During the year 446 Annual Information Returns (AIRs) were reviewed by staff for compliance with the Legislation. The AIR details the contributions made to a pension plan over its fiscal year. Further, 56 Actuarial Valuation Reports were reviewed for compliance. A valuation report details the funded position of a defined benefit pension plan.

Five Pension Administration Reviews (PARs) of pension plans were conducted by Commission staff to assess whether the administrative systems and practices of pension plans are sufficient to produce legislative compliance. In order to enhance the review process, the scope of the PARs conducted was modified to incorporate an on-site review of the administrative systems and practices of plan sponsor's.

A "desktop" administration review (PAR) of the administrative systems of 37 financial carriers offering locked-in retirement benefit plans (LIRAs, LIFs and LRIFs) was conducted by Commission staff to assess whether the administrative systems and practices of carriers of locked-in pension funds were in legislative compliance.

There were 26,963 visits to the Pension Commission's website in 1999/2000, which represents an increase of approximately 69% over the previous year.

In 1999/2000, staff of the Pension Commission either held, or participated in 15 public education sessions held for or by different organizations involved with pension plans, on various aspects of the existing and proposed legislation and on general industry information.

On May 12 and 13, 1999 the Commission hosted a delegation from the Ukrainian Government in conjunction with the Canada-Ukraine Legislative Cooperation Project. The delegation's focus was the regulation of employer sponsored pension plans as well as their governance and administration. Presentations were made by Commission staff and senior managers from four large Manitoba pension plans.

In 1999/2000, the Pension Commission continued its development of major amendments to its regulation in the areas of plan solvency.

Performance Indicators

Output Measures	Projected 1999/2000	Actual 1999/2000
1. Legislative Compliance		
- % of Plan documents received which complies with legislation	95%	92%
- % of Plan terminations received which complies with legislation	100%	100%
- # of PAR's conducted where the administration of the plan was in full compliance with Legislation	5/6	4/5
- # of LIRA/LIF/LRIF carrier reviews conducted where the administration of the contract was in full compliance with Legislation	70/75	78/79
2. Funding of Benefits Promised Under Pension Plans		
- % AIR's reviewed and complied with Legislation	98%	97%
- % of Actuarial Valuations reviewed and complied with Legislation	95%	89%
- % of Plans fully funded	90%	93%
- # of Plans terminated and plan members did not receive full benefits	<3	0
- Average reduction in benefits to members on plan termination where plans funding was less than 100%	<10%	0
3. Interpretation of Legislative Standards		
- % of telephone inquires received and responded to within 24 hours	97%	100%
- % of written inquires received and responded to within 30 days	97%	94%
4. Promotion of Pension Plans		
-% of employed Manitobans in registered pension plans	51%	47%*
- Increase in number of Simplified Pension Plans (SMPP's)	5	0**

*The difference is due to the jurisdiction for members of a large plan changing from Manitoba to Federal.
**The difference was due to a slower than expected response by stakeholders to the SMPP product.

Achievements

Regulations under The Pension Benefits Act were amended to incorporate revised solvency provisions that reduce the risk of plan insolvency.

An amendment was made to the Regulations under The Pension Benefits Act to require the funding of the solvency deficiency on plan termination.

Provisions for the commutation of small pensions were incorporated into the Pension Benefits Regulations to permit persons with small amounts of pension monies in LIRAs, LIFs and LRIFs to either transfer these amounts to a regular RRSP, or to cash them out completely.

The Pension Benefits Regulations were also amended to exempt pension plans established for persons defined as "specified individuals" under the Income Tax Act (Canada) from all provisions of the Act except those provisions intended to protect spouses of these individuals.

The website was expanded by 24% to include more interpretative material regarding the legislation and administrative requirements.

Publications were increased by approximately 51%. A portion of this increase was due to the publication of the Commission's brochures in French.

A policy and interpretative information system was developed for reference by staff to provide timely and more consistent information to client and stakeholder inquiries.

Following its partnership with Canada Customs & Revenue Agency (CC&RA) whereby the Pension Commission became the entry point for the purpose of processing AIRs filed by pension plan sponsors, Manitoba pension plans employ only one registration number, rather than two different numbers assigned by the provincial and federal pension regulators. In 1999/2000, the Commission completed the reorganization of its administrative system, based on this revised registration process which has made the handling and retrieval of pension plan information considerably more efficient.

As an active member in the Canadian Association of Pension Supervisory Authorities (CAPSA), the Commission participated in the development of CAPSA's first strategic plan. This strategic plan is intended to be the foundation for a new and more energetic CAPSA, able to contribute positively and meaningfully to the continuing evolution of pension regulation in Canada, for the benefit of pension plan members, the pension industry and governments.

Continuous Improvement

- Expand techniques for efficient and effective resource management with emphasis on on-site examinations.
- Expand information base of the Commission's website with emphasis on those topics most frequently accessed, establish links with additional industry websites and establish a French site.
- Analyze the Pension Commission's current systems with the administrative and risk management systems developed and used by the federal pension regulator, O.S.F.I., and modify and improve where warranted to enhance the examination process.
- Continue to update and expand the interpretative information system for reference by staff in order to assist in providing timely and consistent information to client and stakeholder inquiries.
- Examine methods for expanding the types of media used to provide public education material to the Commission's client groups and stakeholders on legislative topics in an effort to increase their awareness and understanding of the legislation.
- Increase the published material available to clients in English and French.

2(d) Pension Commission

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	249.6	5.00	275.3	(25.7)	
Total Other Expenditures	77.4		90.0	(12.6)	
Total Expenditures	327.0	5.00	365.3	(38.3)	

The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal responsible for the fair and efficient administration and adjudication of responsibilities assigned to it under various labour relations statutes.

Objectives

The objective of the Board is to resolve labour issues in a fair and reasonable manner that is acceptable to both the labour and management community including the expeditious issuance of appropriate orders which respect the majority wishes of employees, assist parties in resolving disputes without the need of the formal adjudicative process and provide information to parties and/or the general public pertaining to their dealings with the Board or about the Board's operations.

Summary of Performance

The Manitoba Labour Board is a quasi-judicial body comprised of a full-time chairperson, 3 part-time vice-chairpersons, and 26 part-time members consisting of an equal number of employer and employee representatives. The Board has an administrative support staff of 13 full-time employees and 1 part-time employee.

The Board provided assistance in the development of sound labour/management relations by providing expert information relating to *The Labour Relations Act*, and adjudicated employer-employee disputes referred under provincial laws: *The Labour Relations Act, The Workplace Safety and Health Act, The Pay Equity Act, The Essential Services Act, The Employment Standards Code (formerly The Payment of Wages Act, The Employment Standards Act* and *The Vacation With Pay Act)* and *The Construction Industry Wages Act.*

Table 1

Applications Filed with the Manitoba Labour Board
April 1, 1999 - March 31, 2000

Legislation	1998/99	1999/2000
The Labour Relations Act	347	377
The Employment Standards Act	349	58
The Payment of Wages Act	84	49
The Employment Standards Code	NA	279
The Vacations With Pay Act	5	0
The Pay Equity Act	0	0
The Workplace Safety & Health Act	6	3
The Essential Services Act	5	5
TOTAL	796	771

Table 2

Program Performance Measurements of the Manitoba Labour Board

April 1, 1999 - March 31, 2000

Indicator	Projected 1999/2000	Actual 1999/2000
Percentage of Cases disposed of	80%	85%
Number of cases Board Officers appointed[1]	47	25
Percentage settled[1]	63%	48%
Median processing time (calendar days):		
Certifications	35	19
Decertifications	32	29
Unfair labour practice	80	85
Duty of fair representation	60	52
Expedited arbitration	27	29
Board rulings[2]	95	150
Amended Certificates[2]	31	52
First contracts	60	60
Workplace Safety & Health	68	105
Employment Standards Division referrals	79	79
Hours of work exemptions	6	7

[1]The number of cases where Board Officers were appointed and the percentage of settlements were impacted by the increase in vote activity related to applications for certification.

[2]The median processing time for Board Rulings and amended certificates was impacted by the extensive review of bargaining unit appropriateness in the health care sector

Further statistics and summaries of significant decisions are available in the separate annual report issued by the Manitoba Labour Board.

Achievements

- ✓ 100% of automatic certification votes were conducted within the legislative timeframes; excluding extenuating circumstances
- ✓ Improved and expanded internet homepage www.gov.mb.ca/labour/labbrd
- ✓ Expanded in-house database
- ✓ Addition of one Board Officer to facilitate expeditious processing of cases
- ✓ Addition of one support staff to improve client service and delivery of information/research

Continuous Improvement

Priorities for 2000/2001

- Increase mediative settlements by Board Officers
- Ensure that automatic votes for the certification process meet legislative timeframes
- Develop an automated information system
- Relocate the Board's office to more appropriate space
- Continue the restructuring of bargaining units in the urban health care sector
- Update the Board's publications
- Monitor and reduce wherever possible median processing times of applications
- Improve client service for research and information.
- Participate in staff development and training initiatives.

(e) Manitoba Labour Board

Expenditures by Sub-appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	852.5	13.50	820.6	31.9	
Total Other Expenditures	275.6		282.3	(6.7)	
Total Expenditures	1,128.1	13.50	1,102.9	25.2	

Workplace Safety and Health Division

The Workplace Safety and Health Division administers seven Acts and associated Regulations dealing with the health and safety of workers, the protection of the general public from unsafe mechanical and electrical equipment in public and private buildings, and the licensing of tradespersons in the Province.

The Division subscribes to the vision that every Manitoba workplace will have an environment which is free of hazards to safety and health and enhances general well-being and that every Manitoba building will be free of hazards from unsafe mechanical and electrical equipment. The mission of the Workplace Safety and Health Division is two fold: first, it is to create an environment that will cause employers and workers to integrate safety and health into their work as a basic right and responsibility; and second is to administer and enforce legislated programs of equipment inspection, licensing of tradespersons, and safety approval and certification of plants that manufacture boilers, pressure vessels and pressure piping.

The prevention of injury and illness to workers and the safety of mechanical and electrical equipment in public and private buildings are the primary goals of the Division. The Division accomplishes its goals through the following core business activities:

- Provision of mandated services as outlined in the framework of the legislation under the following seven Acts and their associated regulations: *The Workplace Safety and Health Act; The Amusements Act* (Part II); *The Electricians' Licence Act; The Elevator Act; The Gas and Oil Burner Act; The Power Engineers Act;* and *The Steam and Pressure Plants Act;*

- Forging partnerships with labour and management to allow all stakeholders in workplace safety, health and equipment safety to work co-operatively toward building safer and healthier workplaces;

- Raising the awareness of employers, employees and the general public to safety, health and equipment safety matters;

- Initiating pro-active prevention and regulatory enforcement programs to improve the general safety, health and public safety and to so encourage activities aimed at the prevention of illness, injury, loss of lives and damage to physical properties;

- Assessing client needs and redesigning and re-evaluating programs and services based on client's needs and expectations;

- Evaluating the effectiveness of our safety and health and public safety activities to ensure that programs are delivering services in an efficient and effective manner;

- Developing appropriate databases of injury statistics, trends and analysis in safety and health and public safety matters to support decision-making to identify and address emerging trends and issues; and

- Continually training staff members to achieve everyone's full potential and excel in providing quality service to clients.

The Division ensures that corrective actions are taken in compliance with the Acts and Regulations, and encourages employers, building owners, licensed tradespersons and employees to take ownership of their responsibilities and work in partnership with the Division to eliminate illnesses and physical injuries to workers and to improve public safety.

Under *The Workplace Safety and Health Act,* the employer bears the primary responsibility for the safety and health of all workers at the workplace. This is a fundamental principle of the internal responsibility system. The Workplace Safety and Health Division supports the internal responsibility system by providing advice, guidance and educational assistance to help workplaces to control hazards. In this system, workers have a role in identifying and correcting hazards and are given three rights to assist them with this mission: the right to know, the right to participate and the right to refuse unsafe work. The

Division, where necessary, enforces standards set out in *The Workplace Safety and Health Act* and its 13 Regulations and takes action by prosecuting those who fail to comply.

The objectives of the Workplace Safety and Health Division are achieved through the work plans of its four individual Branches:

- Workplace Safety and Health Branch
- Mechanical and Engineering Branch
- Mines Inspection Branch
- Occupational Health Branch

These Branches are responsible for their respective core business areas to protect the safety of workers and the general public in a broad variety of workplaces throughout the province. Services are delivered to both employers and workers to address workplace issues in a co-operative manner through joint labour-management committees and boards. The Division serves a client base of more than 400,000 provincially regulated employees and approximately 40,000 workplaces.

Objectives

Office of the Executive Director

An Executive Director, an assistant to the Executive Director, Chief of Strategy Co-ordination and an Administrative Secretary make up the administration section of the Office of the Executive Director.

- The Executive Director is the Director of the Workplace Safety and Health Division as outlined in *The Workplace Safety and Health Act.*

- Division administration provides assurance that the Acts and regulations falling under its responsibility are properly administered.

- Provides overall management and direction to the Division's four Branches: Mechanical and Engineering Branch, Occupational Health Branch, Workplace Safety and Health Branch and Mines Inspection Branch.

- Oversees divisional financial management, budgeting, strategic planning, program delivery and client needs assessment and overall coordination capabilities.

The 1999/2000 fiscal year saw the office dealing with increased workloads in the areas of research and planning activities related primarily to the workplan of the Minister's Advisory Council on Safety and Health that included the preparation of several guidelines, discussion papers and briefing notes on topics such as ergonomics, safety and health committee, company's directors liability, fines and penalties provisions, accident notification systems and comparative surveys conducted across Canadian jurisdictions on topics in a variety of regulatory areas.

The Division had a successful launch of the LINK (Labour Information NetworK) computer system that was designed and put into operation to provide a mobile data and information platform for all field officers to connect them centrally. This enhanced technology has significantly improved the efficiency and effectiveness of communication in terms of the content and timeliness of information furthering Divisional goals and objectives.

Workplace Safety and Health Branch

The objectives of the Workplace Safety and Health Branch are:

- To encourage employers and employees to take ownership of their responsibilities to eliminate illness and physical injuries to Manitoba workers.
- To ensure that workplace hazards are identified and corrective actions taken in compliance with *The Workplace Safety and Health Act* and its associated regulations.

The services of the Branch are provided through the activities of three units: Inspection, Occupational Hygiene and Workplace Services Units. Branch offices are located in Winnipeg, Brandon, Beausejour and Teulon.

Mechanical and Engineering Branch

Key objectives are:

- To ensure the safety of mechanical, electrical and pressure-bearing equipment and gas burning appliances covered by the legislation and administered by the Branch.
- To hold examinations and issue licences or certificates for certain tradespersons.
- To promote safety and safety awareness throughout the province.
- To ensure that the Branch is providing quality service to the client groups within the budget guidelines and with a high degree of technical competence.
- To develop, formulate and process amendments to the existing statutes and regulations in a timely manner and to ensure that the Branch enforces the legislative mandate under its control in a fair and equitable manner and encourage team problem solving by labour, management and professional trade groups.

Branch offices are located in Winnipeg, Brandon, Portage la Prairie and Dauphin.

Mines Inspection Branch

Major responsibilities are:

- To encourage employers and employees within the mining industry to undertake their responsibilities for prevention of illnesses and physical injuries.
- To ensure that the mining operations are conducted in compliance with the legislation and regulations, and to encourage safe practices so as to provide the highest practical standards of safety and health for workers in order to eliminate fatalities and reduce the frequency and severity of accidents.
- To examine mines engineering designs and approve all major construction of new mines and major alteration of old mines to ensure that safety consideration and technological capabilities are thoroughly addressed in plans that are submitted to the Branch in compliance with the regulations.

Regional Branch offices are located in Winnipeg, Thompson, Snow Lake, and Flin Flon.

Occupational Health Branch

Key areas of responsibilities are:

- To provide medical supervision of health surveillance programs to ensure consistency with professional standards, ethics, and departmental policy.
- To assist Division staff in the investigation of health concerns affecting workers and employers, and to recommend preventive and /or corrective action.
- To analyse injury and illness trends demonstrated by the Divisional and Workers Compensation Board databases, and to provide information to assist divisional management in determining areas of priorities.
- To consult with health professionals, associations, workers and employers on occupational health issues.
- To appraise new developments, trends and issues in occupational health for the purpose of applying the most current knowledge to policies, procedures and practices and to participate in continuing education programs for workers, employers, and divisional staff.
- To participate in the development, implementation and review of the effectiveness of workplace health programs.
- To issue recommendations on occupational health matters consistent with the goals of *The Workplace Safety and Health Act.*

The Occupational Health Branch consists of the Chief Occupational Medical Officer (C.O.M.O.)/Director, Epidemiologist and administrative assistant. The function of the C.O.M.O. is mandated under *The Workplace Safety and Health Act.*

Summary of Performance

Major Activities

During the fiscal year 1999/2000, the following major programs and service delivery activities were carried out in support of the internal responsibility system in workplaces and in protecting the public from the mechanical and electrical hazards specified in related legislation:

1. **Client Services Unit**

   The Division maintains a client services unit for responding to the needs of customers throughout the province on a continuous basis. This includes the client service group in Winnipeg for Workplace Safety and Health and Mechanical and Engineering Branches and a client service officer in Brandon for serving both Workplace Safety and Health and Employment Standards clients. Assistance is also provided through a number of guidelines and bulletins that assist employers and workers in working safely with a variety of equipment and situations. The two CD ROM's, one containing information on workplace accident investigation methods and the other containing general divisional information on all acts, regulations, codes, guidelines and bulletins continued to be in great demand by the public. Over 15,000 copies were distributed.

   The Division also operates a library and audio-visual service. This service is provided to enhance the knowledge and information base available to ensure that clients have only the best and most up-to-date information on safety practices at their disposal. The Division has established a bilingual Internet address and bilingual "Homepage", with all of its guidelines and bulletins as well as other important information available in both official languages. In 1999/2000, the Division responded to

6,115 client requests for information. A total of 1,705 videos were lent out. Ninety-five percent of all client services inquiries were responded to within a day. There were 178,601 visits to the web site.

2. Safety and Health Committee Support Services

The Division provides support to workplace safety and health committees in the form of direct consultation and members' education. The objective of this service is to enhance the functioning of existing committees and to assist in the establishment of new committees. The desired outcome is to encourage all workplaces to resolve their own health and safety issues. There were 1,745 safety and health committees that submitted minutes to the Division in 1999/2000 - a 25% increase over 1998/99. In addition, 200 companies received on-site committee intervention and training during 1999/2000.

3. Safety and Health Training

The Division continued to provide a variety of training programs with an unbiased, neutral third party approach. The courses offered ranged from worker rights training based on the Act and regulations to specific training on how to work safely. There were 5,520 client-hours of safety training conducted by the Division in 1999/2000, resulting from 124 training courses. The Mines Branch continued to train and license blasters for surface operations.

4. Licensing of Tradespersons

Under the new four-year licence renewal scheme, 2,733 licences were issued and/or renewed for power engineers, gas and oil fitters, electricians and pressure welders. *The Power Engineers Act* and its regulations give the Mechanical and Engineering Branch responsibility for the examination, licensing and monitoring of power engineer's work. The purpose of this program is to ensure the proper professional qualifications of power engineers and the safety of all power plants in the province. In 1999/2000, 670 examinations were conducted for first, second, third, fourth, fifth, refrigeration, steam traction engine class and special boiler operator classes of power engineers and 2,327 certificates (including renewals) were issued.

The Steam and Pressure Plants Act gives the Mechanical and Engineering Branch responsibility for the testing and licensing of pressure welders. Welders are tested to ensure that they are capable of carrying out the procedures required in the manufacturing of boilers and pressure vessels according to the Codes and Standards. There are also tests and examinations for brazing and soldering operations to qualify welders to assemble items in medical gas piping and refrigeration systems. Testing is carried out onsite or at the Welding Testing Centre operated by the Branch, located at 98 Paramount Road, Winnipeg. A total of 768 pressure welders were licensed during the year. A total of 890 welding tests were conducted at the Welding Testing Centre, including those conducted on behalf of the Apprenticeship Branch for those tradepersons pursuing industrial welder's qualification.

5. Data Base Management and Utilisation

The Division collects data in a number of areas pertaining to occupational injuries and illnesses through its data sharing arrangement with the Manitoba Workers Compensation Board and the Division's own new LINK system. LINK databases are populated with firm histories that have been transferred over from the Division's old WIN system. This information allows the Division to perform individual workplace or sector-based analyses and to gather data on the impact that specific activities can have on worker's safety in workplaces and industries. The system also assists the Division in the planning of future activities.

The Mechanical and Engineering Branch has consolidated its Certificate of Authorization Program for the manufacturing of pressure equipment and pressure piping systems with a new electronic data tracking system and resource dedicated to certificate audits and renewals. The Branch has also developed a second computer database to manage information pertaining to pressure welder testing and licensing.

The Mechanical and Engineering Branch collects data on inspection-related outcomes for boilers, pressure vessels, refrigeration systems, elevators and elevating devices and client service requests. The Branch is assessing the feasibility of revising its databases to create an integrated information management system.

6. Occupational Health and Environmental Surveys and Surveillance

Occupational hygiene surveys involve measuring environmental and physical agents, which can have potentially harmful effects on the health of workers. Health surveillance programs are also operated to ensure that substances such as lead that can cause chronic illness have controls implemented to reduce exposures to specified action levels, thus reducing the numbers of workers exceeding action levels. The objective of these activities is to reduce the exposure of workers to hazardous substances and to monitor the health of workers exposed to a variety of dangerous substances and situations. In 1999/2000, 101 workers were tested for lead exposure. A surveillance program was carried out for 941 workers for fibrosis or silicosis, 122 workers received blood cholinesterase testing and 205 companies submitted hearing surveillance reports (see Table 3).

7. Engineering Assessments, Design Approval and Registration

The Mines Inspection Branch and the Workplace Safety and Health Branch undertake engineering assessments for both mines and industrial situations. The objective of these assessments is to ensure adherence to the legislation and to ensure good practices. In 1999/2000, 58 pre-development engineering assessments were undertaken.

Approval of engineering designs is also required from the Mechanical and Engineering Branch prior to the manufacturing of steam and pressure vessel equipment. Manufacturers' affidavits, signed by the manufacturer of boilers, pressure vessels and allied components attesting that they have been manufactured in accordance with the provisions of the applicable Codes and Standards in the regulations, are registered with the Branch. During the fiscal year 1999/2000, 885 engineering designs were examined and registered, and 409 manufacturers' affidavits were processed and registered. In addition, 57 new welding procedures for pressure equipment and pressure piping were registered.

8. Agriculture Safety

The Workplace Safety and Health Branch supports a series of activities in the agricultural occupation sector including custom risk recognition/control sessions, safety and health promotion and joint sessions on accident investigations with the RCMP. The Branch liases with several government departments and agencies via an Inter-agency Committee on Agricultural Safety and Health. The Branch continues to network nationally and internationally on agricultural safety and health issues and has completed a *Best Practices North American Guideline for Children's Agricultural Tasks.*

Fatality in the agriculture sector however, remain a matter of continuing concern for the Division. Further comments are made in a separate section on Benefits of Programs and Services with respect to the statistical data given in that section on fatality in the agriculture sector.

9. Handling of Complaints and Accident Investigations

- **Complaint Investigations.** The Division investigates complaints regarding unsafe conditions or violations of its Acts and Regulations under its jurisdiction. In all cases, confidentiality of the complainant is maintained, so far as is practicable. The objective of this function is to respond to complaints of real or possible hazardous situations and to have those conditions corrected which are potentially dangerous to workers safety and not in compliance with the legislation. The Workplace Safety and Health Branch and Mines Inspection Branch responded to 479 such complaints in 1999/2000.

- **Serious Incident Investigations.** The Division conducts investigations of serious incidents and traumatic fatalities to determine causes and recommend remedial measures to resolve problems and to prevent these instances from recurring. In some cases, legal actions are taken against the employer or worker where warranted. The Division conducted 227 serious incident investigations in 1999/2000. The Division also has an emergency response system to cover situations 24 hours a day and seven days a week. The objective of the service is to ensure that serious incidents are immediately attended to, ensuring that unsafe conditions are promptly addressed.

10. Divisional Inspection Programs

- **Inspections under *The Workplace Safety and Health Act* and Regulations.** The Workplace Safety and Health Branch and Mines Branch inspect industrial workplaces and mines in carrying out its mandate for the purpose of assessing compliance with the legislation and ensuring safe practices. Mines inspections include underground and surface operations, pits and quarries, diamond drilling sites, peat moss operations and inactive mines. The Mines Inspection Branch also reviews plans for new mines. The Workplace Safety and Health Branch inspects non-mining workplaces and issues orders for the correction of items not in compliance with the legislation or safe work practices and follows up to ensure that corrections are made. The Division conducted a total of 23,792 mechanical and engineering inspections, 453 mines inspections and 1,033 workplace safety and health inspections, and issued 1,100 orders for improvement in 1999/2000.

  To ensure safety of workers in mines, the Mines Inspection Branch conducts regular inspection of all metal mines, pits and quarries, diamond drilling, oil fields, and mines rescue stations. The Branch also performs special inspections and investigations to remedy possibilities of hazards, accidents and dangerous situations. For the fiscal year 1999/2000, a total number of 453 inspections were carried out, 69 environment surveys completed, 597 remedial orders issued, 20 suspension of work orders issued, and 4 stop work orders issued. In the same period, there were 268 permits, certificate and approvals issued.

- **Inspections under *The Amusements Act (Part II)* and Regulations.** The intent of this program is to ensure that all carnival and amusement rides in the province are set up, maintained and operated safely. The design, construction, erection, set-up and operation of these rides are inspected to ensure the rides meet the mechanical and electrical safety criteria and guidelines specified in the relevant National Safety Codes and Standards. In 1999/2000, there were 261 amusement ride inspections conducted during 17 shows in 17 locations throughout the province. No rides were condemned.

- **Inspections under *The Electricians' Licence Act* and Regulations.** There are three main responsibilities under this program: (a) the inspection and labelling of electrical equipment that is not certified by a recognised testing agency, (b) the monitoring of electricians work to ensure that public safety standards are met, and the (c) issuing of licences for electricians doing electrical work. Five different categories of electrician licences are issued: the journeyman electrician's licence, journeyman power electrician, limited electrician, specialised trade electrician, and electronic serviceman.

  In 1999/2000, there were 5,605 inspections done on non-approved electrical equipment, 417 spot checks of equipment and electricians, 27 examinations were held for licensing electricians and a total of 271 electricians licences were issued including renewals and journeymen who completed exams through the apprenticeship program. Electricians' licences are issued on a four-year basis and 1999/2000 was not the renewal year for these licenses.

- **Inspections under *The Elevator Act* and Regulations.** The intent of this program is to ensure that all elevators and elevating devices are safe for operation. The activities of this program include the inspection of existing and newly installed elevators and elevating devices, the issuing of permits on all elevating devices determined safe to operate, and the approval for installation of new plans for elevating devices. Elevating devices requiring inspection and permits include passenger elevators, freight elevators, escalators, dumbwaiters, hand-powered elevators,

personnel hoists, ski lifts, and handicap elevators. All elevators and elevating devices are inspected prior to the expiration of their permits. The expiration of permits varies from six months to three years depending upon equipment age, design complexity, and failure history which affects the number of inspections done each year.

In 1999/2000, a total of 1,791 inspections were conducted on all categories of elevators and elevating devices and 119 new elevators were approved for installations. These inspections addressed 1,400 hazards relating to the equipment.

- **Inspections under *The Gas and Oil Burner Act* and Regulations.** The purpose of this program is to ensure the safety of all gas and oil burning equipment and the professional qualifications of oil and gas fitters. The Mechanical and Engineering Branch inspects and approves gas and oil-fired equipment that is not certified for use by a recognised testing agency; approves installation plans (prior to installation) for gas and oil burning equipment over 400,000 BTU; and issues permits for all gas and oil burning equipment installations such as domestic, commercial and industrial gas and oil burning equipment, propane equipment, propane storage and filling plants, construction heaters, chimneys, flues and vents. As well, the Branch examines and licences gas and oil fitters and monitors their competency through inspections of their work and investigates fire and explosion accidents arising from gas or oil burning equipment.

  During 1999/2000, there were 2,843 inspections of gas and oil burning equipment, 21 incident investigations involving gas and oil burning equipment, 521 plans examined, 26,489 permits issued, 327 inspections and approval of non-approved gas and oil burning equipment, 118 examinations conducted for licences, and a total of 135 licences (including renewals) were issued to gas and oil fitters. Categories for licences include: oil burner installers, domestic gas fitters, commercial and industrial gas fitters, licensed propane gas fitters, special gas fitters and utility gas fitters.

- **Inspections under *The Steam and Pressure Plants Act* and Regulations.** The intent of this program is to ensure the safety of boilers, pressure vessels, refrigeration equipment and nuclear components. The branch conducts annual inspections of boiler and refrigeration plants and biennial inspection of pressure vessels. The licences of the operators are checked to make sure they are current and of the correct class. Any corrective actions required to meet standards are reported. Certification of compliance is issued if standards are met. The Branch also issues Certificates of Authorizations to manufacturers of pressure equipment and pressure piping. Certificates of authorizations are issued on a three-year renewal period to manufacturers of pressure equipment and pressure piping who demonstrate an acceptable quality system. Quality control certification is mandatory for manufacturers of pressure equipment and pressure piping in Manitoba. At the time of fabrication of this equipment, the Branch conducts on-site shop inspections to ensure that quality control procedures and guidelines are followed.

  In 1999/2000, there were 192 shop inspections conducted. A total of 8,617 inspections of boilers, pressure vessels and refrigeration plants were conducted. This total number of inspections reported for the fiscal year 1999/2000 now includes the number for all types of re-inspections (such as internal, external etc) conducted on the equipment and represents a new system for inspection counts. These inspections addressed 1,900 hazards relating to the equipment.

Benefits of Programs and Services

The Workplace Safety and Health Division continued its efforts to identify and measure the effectiveness of its programs and overall service delivery. Longer-term trends have indicated that overall, time-loss injury and illness claims have been trending upward since 1996 from a low of 31.1 injuries per 1000 workers to 36.5 in 1999. Since 1991, severity as measured in days lost from work has declined from 18 days to 15.1 days in 1999 (Figure 1).

In individual sectors, mining has evidenced significant long-term declines in injury and fatality trends (Figure 2). While the manufacturing sector has shown a significant reduction in severity with a decline from 29 days to 17 days in 1999 (Figure 3), the time-loss injury rate in the manufacturing sector remains problematic. In construction, severity has been reduced and in recent years the time-loss injury rates have also declined (Figure 4).

Fatalities in the farming sector remain of continuing concern (Figures 5, 6 and 7). According to Figure 5, farm-related fatalities constitute almost half (48%) of the total number of fatalities. Figure 6 shows the five-year average fatality trend by sector. It indicates that there has been a continual decrease in the sector specific numbers except in agriculture. Figure 7 provides a further breakdown of the causes of farm-related fatalities. The overall trend reflects the differing workplace safety and health cultures, practices, procedures and technologies prevalent in the agriculture sector. The agriculture sector is composed primarily of a collection of small family owner/operators spread throughout the country side with few and often seasonal employees.

The Division has been directing specific proactive prevention programs in consultation with the WCB geared at addressing problematic industries. The Division continues to focus a number of its proactive projects on the manufacturing sector, especially in the industrial areas that lag behind in their safety performance. It is important to note that the Division does not control all the factors that affect the improvement of safety and health in the workplace. Safety is impacted by many factors such as the effective implementation and operation of safety and health programs, safety regulation and legislative enforcement, the effective operation of safety and health committees, and economic conditions. The data does suggest however, that in industry sectors where the Division has been active, there have been longer term improvements in safety performance, these improvements can be directly attributed to the Division's activities.

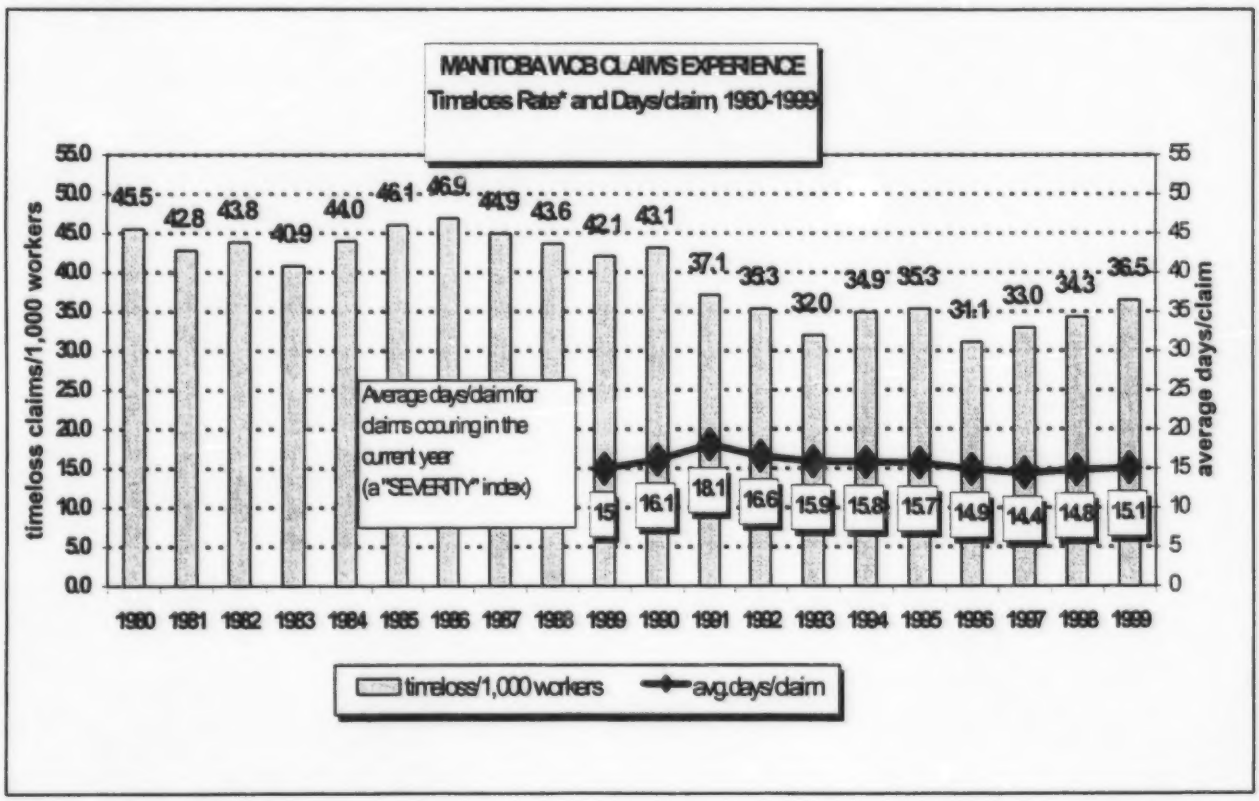


Figure 1.

Figure 2

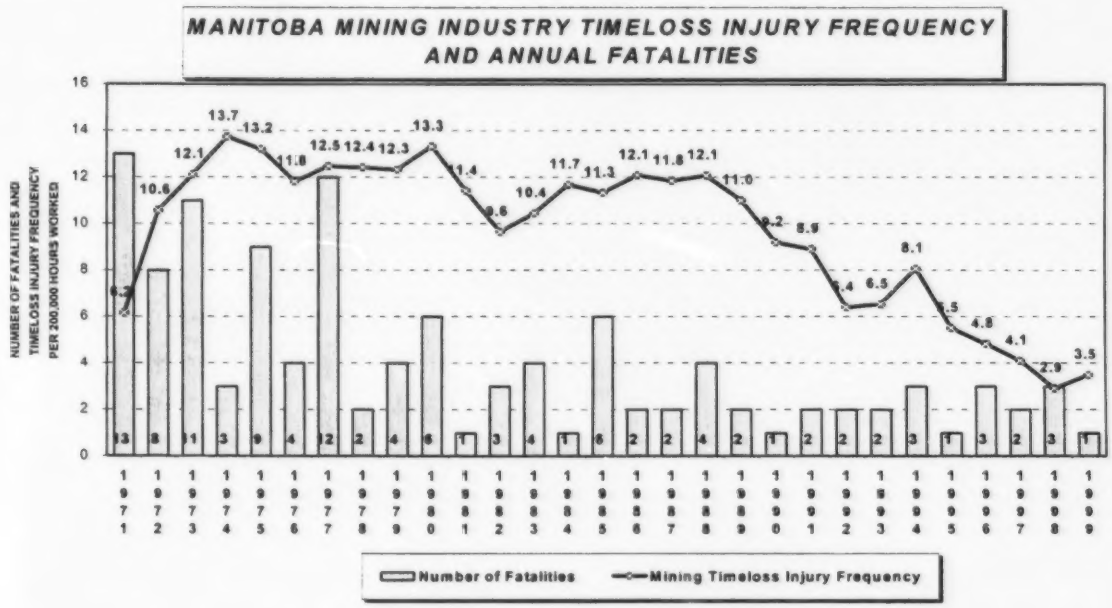

MANITOBA MINING INDUSTRY TIMELOSS INJURY FREQUENCY AND ANNUAL FATALITIES
NUMBER OF FATALITIES AND TIMELOSS INJURY FREQUENCY PER 200,000 HOURS WORKED
Number of Fatalities
Mining Timeloss Injury Frequency

Figure 3

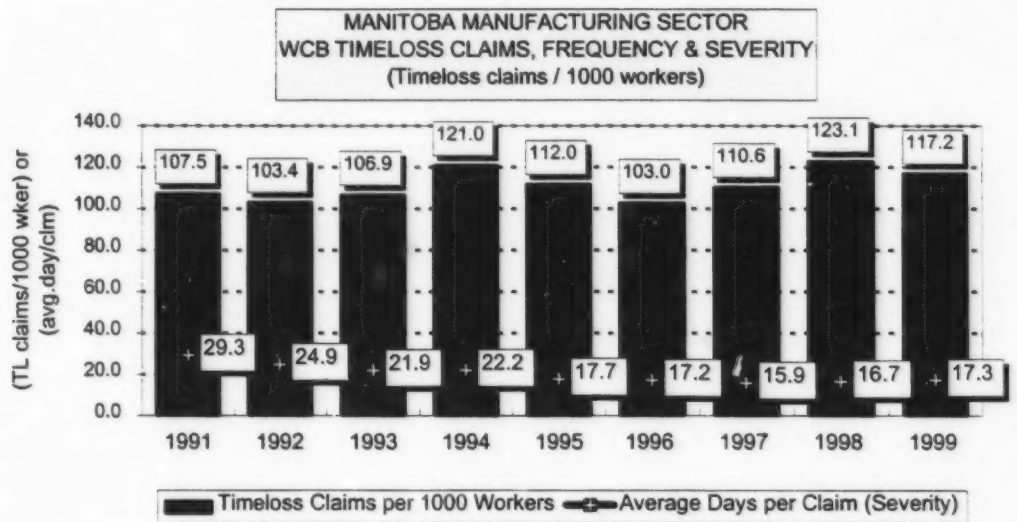

MANITOBA MANUFACTURING SECTOR
WCB TIMELOSS CLAIMS, FREQUENCY & SEVERITY
(Timeloss claims / 1000 workers)
(TL claims/1000 wker) or (avg.day/clm)
Timeloss Claims per 1000 Workers
Average Days per Claim (Severity)

Figure 4.

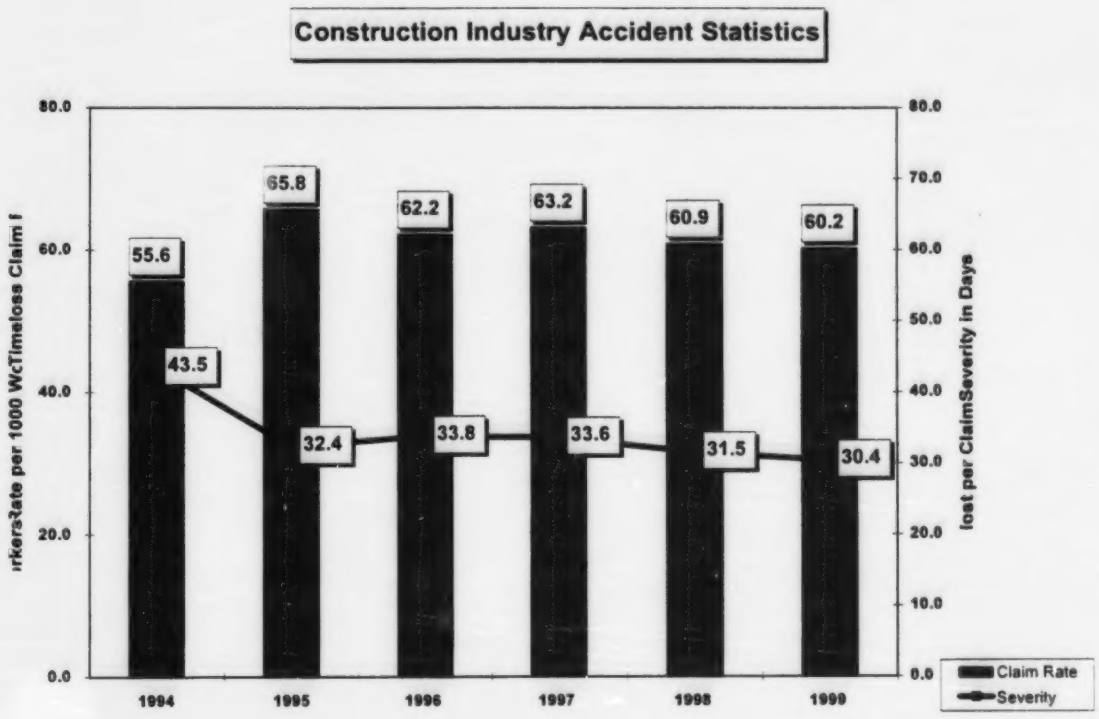

Construction Industry Accident Statistics
80.0
60.0
40.0
20.0
0.0
70.0
50.0
30.0
10.0
55.6
65.8
62.2
63.2
60.9
60.2
43.5
32.4
33.8
33.6
31.5
30.4
1994
1995
1996
1997
1998
1999
Claim Rate
Severity

Figure 5.

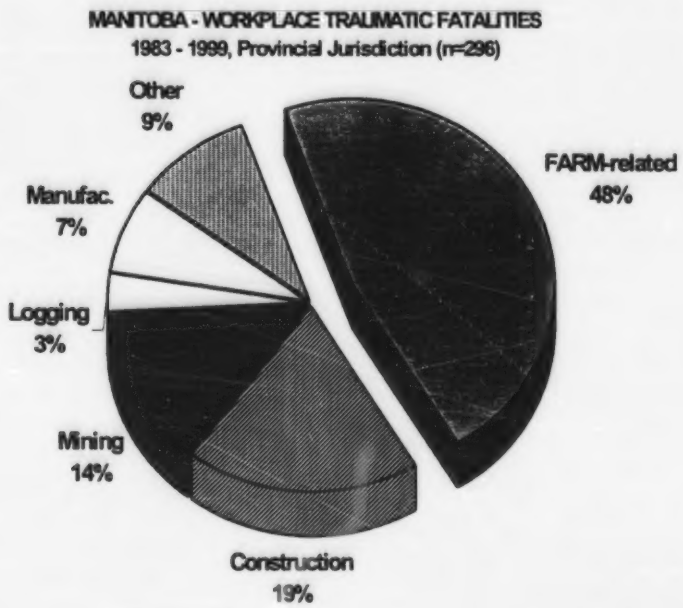

MANITOBA - WORKPLACE TRAUMATIC FATALITIES
1983 - 1999, Provincial Jurisdiction (n=296)
Other
9%
FARM-related
48%
Manufac.
7%
Logging
3%
Mining
14%
Construction
19%

Figure 6.

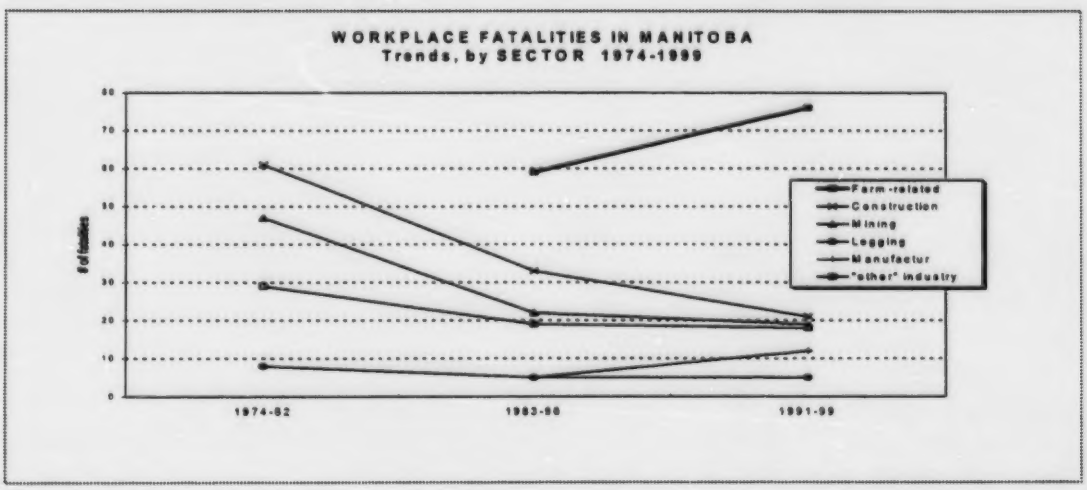
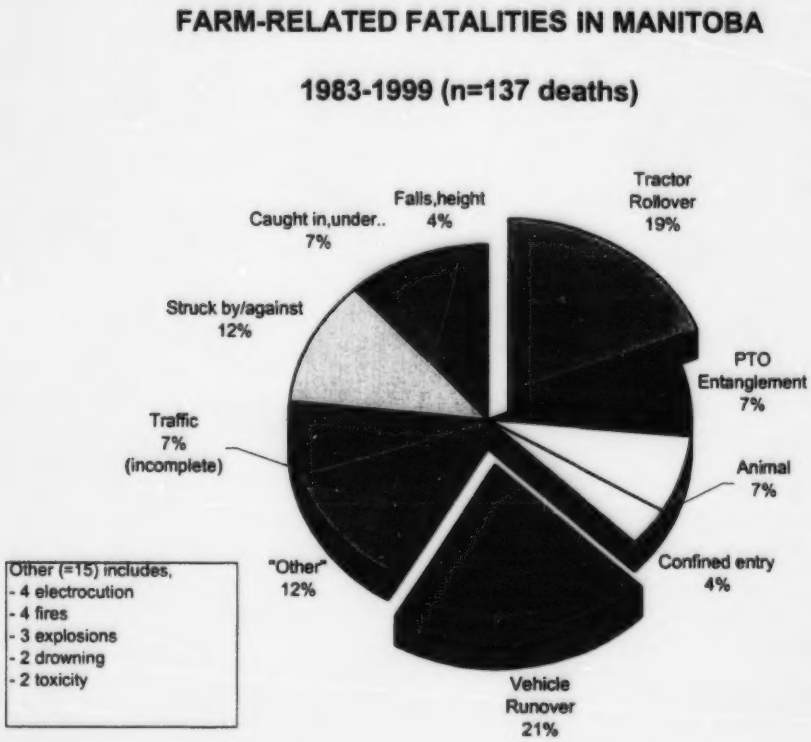

WORKPLACE FATALITIES IN MANITOBA
Trends, by SECTOR 1974-1999
# of fatalities
80
70
60
50
40
30
20
10
0
1974-82
1983-90
1991-99
Farm-related
Construction
Mining
Logging
Manufactur
"other" industry

Figure 7.



Achievements

The following listing offers examples of the Division's major successful outcomes:

Research Studies, New Projects and Publications

- In co-operation with the Workers Compensation Board of Manitoba, the Division has adopted a proactive approach to workplace health and safety visiting the CEO's of higher risk firms and appraising them on their safety performance. The Division has begun focussing its efforts on the 47 firms that have only 3% of all workers but 22% of loss-time injuries. Each of these firms will be subject to a safety audit as well as focussed inspections with special attention given to the effectiveness of their safety and health committees.

- The preparation, presentation and publication of several research articles, discussion papers, statistical summary data sheets, and briefing notes were completed by the Divisional staff addressing several topics in the area of occupational safety and health management. The Workplace Safety and Health Division co-ordinated the development of a Canada-wide system of performance measures for safety and health agencies in Canada in conjunction with the Association of Workers Compensation Boards of Canada (AWCBC) and CAALL-OSH committees. Three new reports based on cross-Canada jurisdictional survey were completed: the first report addressed the fines and penalties provisions under different workplace safety and health legislation; the second dealt with safety and health committees; and the third addressed the development of ergonomics legislation. Other topics that staff presented on at various conferences and seminars included: lessons learned from conducting safety and health audits, surveillance systems for farm injuries, health concerns in the

denture and veterinary industries, and the general management of safe and healthy workplaces including quality and safety management model comparisons.

- Several presentations to the Minister's Advisory Council on Workplace Safety and Health were made throughout the year. Topics included: agriculture safety issues, proposals for regulatory amendments concerning safety and technological advances in mining industry, director's liability issues, safety and health committee regulation revision, incident reporting system, safety and health data trends in agriculture sector, and the control of infectious disease.

- A new Guideline, titled, Ergonomics: A Guide to Program Development and Implementation, prepared by the OSH Engineering Unit became available for distribution in the fall of 1999.

- A new Guideline has been developed and prepared detailing the hazard analysis, risk assessment and remedy outlines for buildings affected by different types of mould.

- The Chief Occupational Medical Officer participated in a number of teaching opportunities with Medical students and Community physicians as well as preceptoring Community Medicine Residents. As well, the C.O.M.O. participated in a number of community-based teaching situations such as at the Construction Conference, the Manitoba Safety Council and the Industrial Audiometric Technicians course.0

- The OSH Engineer continued to work with the University of Manitoba Engineering faculty doing presentations to classes on both general safety and health and ergonomics.

- The Occupational Hygiene Unit of the Workplace Safety and Health Branch continued with risk assessment and safety evaluation projects for targeted industries. Some of the projects that were completed and concluded with studies, reports and presentations in conferences were the following: a proactive program in hearing conservation was begun in firms identified as high risk for noise exposure, mould remediation investigations based on the protocol of the Fungal Contamination in Public Buildings: a Guide to Recognition and Management, a publication on Welding Guidelines was completed, and a paper on Occupational Health Concerns in the Welding Industry was presented at the International scientific Forum of AIHCE, in Toronto, June 1999.

- Projects on ergonomics have resulted in many tangible improvements especially in back, shoulder and repetitive strain injuries in several workplaces where projects were implemented. A number of articles and papers as well as presentations were developed on ergonomics to raise awareness and highlight the successes of these projects.

- The Mechanical and Engineering Branch prepared a paper for the 1999 CAALL-OSH committee meeting on the feasibility of harmonizing the rules that affect the mobility of pressure welders across Canada.

Legislative Amendments/Law Enforcement

- A total of 10 prosecutions including 5 in the industrial sector, 4 in the construction sector and 1 in the agriculture sector were completed in the 1999/2000 fiscal year.

Tests, Surveys and Safety Surveillance Activities

- The Occupational Health Branch analyzes biological test results. Pesticide applicator surveillance is ongoing with cholinesterase level shifts per year being monitored. One hundred and twenty-two (122) workers were surveyed for possible exposure to organophosphate insecticides with 62 multiple tests. Fibrogenic dust chest X-ray results are continually being entered on a database for the purposes of monitoring silicosis and/or asbestosis exposure. Fourteen companies provided fibrogenic dust surveillance reports.

- The ongoing hearing loss test and surveillance with farmers continued this year. There were 350 tests conducted at 14 different locations during country fairs and at carnival sites.

- The Mines Inspection Branch continued to monitor the underground diesel equipment emission for carbon monoxide levels. A total of 69 tests showed higher than acceptable levels and improvement order were written and followed up on.

- The Occupational Hygiene Unit focussed on firms that had not implemented effective hearing conservation program. A total of 55 firms were inspected and assessed for their existing sound level monitoring programs.

Statistical Data Analysis

- The Occupational Health Branch has been instrumental in a national initiative (Canadian Agriculture Injury Surveillance Project - CAISP) to establish a standardized Canada-wide surveillance system of farm-related hospitalizations and fatalities. All ten provinces are involved in recording and reporting hospitalizations and fatalities due to agriculture injuries in a standardized format. A national report on fatalities was released in October 1997, and updated in 1998. The report ties into the Department's current work on developing better farm safety programs. The first hospitalization report was also released in 1998. The Occupational Health Branch is Manitoba's major player in this initiative because it is based on Manitoba's four-year outpatient clinic-based Agriculture Injuries and Illness Surveillance Project (AIISP).

- The joint Manitoba Health (Central Region) and Occupational Health Branch pilot project (AIISP), which collects farm related illness and injury data, has been expanded to other Manitoba sites. The communities with physicians presently involved in the agriculture injuries and illness data collection are Winkler, Morden, Notre Dame de Lourdes, Hamiota, and Teulon.

- The Occupational Health Branch has established and continues to maintain two major databases. Manitoba workplace related fatalities database is now complete back to 1974. In depth file reviews and data entry were completed this fiscal year for records from 1990 to date. Manitoba Workplace Critical Incidents database is complete from 1991 to present date. Data are entered as reports are provided to the Branch. Analysis is ongoing.

- The Workplace Safety and Health Branch and the Occupational Health Branch continue to analyze the data of all work-related fatalities, time-loss injury claims (based on WCB data), serious incident investigations data and other workplace related illnesses. WCB claims data are extensively analysed providing our inspection officers with company specific and sector specific trends. This also assists in focussing preventive measures in high-risk areas. Fruitful interaction takes place with WCB regarding their claim validation and use of epidemiological statistics.

- The Occupational Health Branch is the founding member of the Canadian Agriculture Injury Surveillance Project funded by Canadian Agriculture Surveillance program (CASP). Agricultural fatality data for Canada has been published, 1990-96 inclusive.

Empowerment through Training, Tools and Technology

- Commitment to provide all employees with the best possible tools, training and technology has continued during this fiscal year. A new computer-based system, called LINK (short for Labour Information NetWork) became operational in the Division effective January 2000 for workplace safety and health inspections. Apart from other beneficial service delivery advantages, the system supports the intake of information from both outside and inside client databases, assists in the assignment of tasks to safety and health officers, tracks firm histories, supports data retrieval and report transmission and increases the ability of field officers to stay in touch with data and information banks by using laptop computers while in the field.

- All Safety and Health Officers and Industrial Hygienists have now been trained in the auditing process. A safety and health program audit is a comprehensive and objective evaluation of the design and effectiveness of a safety program. Auditing a company's safety program enables a company to obtain valuable input from both employees and others on the usability and practicability of their safety program. It also allows a company to evaluate each individual component of the operation, thereby enabling them to determine how well their program has been implemented.

- The Annual Construction Conference is a co-operative endeavour among construction associations, building trades and the Workplace Safety and Health Branch. Every year since the first conference, Branch staff has been actively involved in the planning activities of this conference. Last year, the Branch participated by providing instructors for the courses. The 2000 Construction Conferences held in Winnipeg and Brandon were extremely successful drawing the largest audience ever.

- The Mines Inspection Branch updated the Canadian Mines Rescue Registry. The registry is currently used by MSHA (Mines and Safety Administration of USA), who plans to make it available for use by international mining community via the Internet (web address: www.interminresecue.org).

- In September 1999, the Division co-hosted with Human Resources Development Canada and the Workers Compensation Board, a North American Agreement of Labour Co-operation (NAALC) conference on safety and health in mining sector. The conference was a success with over 200 delegates attending from Canada, United States and Mexico.

- The Mechanical and Engineering Branch developed, updated and improved its internal safety and health procedures by finalising its Working Alone Policy and issued personal protective equipment to be used by field officers.

Education, Training and Communication Services

- An ongoing co-operative ergonomic program with the WCB, the University of Waterloo and the University of Manitoba continues to support student work experience programs, provide free consultative advice to workplaces and to assist the Branch in special projects.

- As a result of special funding received from WCB (Manitoba) last year to support safety and health information/education in the curricula of Manitoba's post secondary institutions (Project Minerva), the Engineering Faculty of the University of Manitoba has decided to award an annual safety and health prize to engineering students and to mention the award on the student's transcript.

- The Mechanical and Engineering Branch focussed its staff development efforts on enhancing investigative and leadership skills training. Four inspectors completed their investigation skills development workshop at the RCMP Training Academy and three inspectors attended an intensive three-day leadership and teamwork workshop.

- The Division developed two one-day long ergonomics training session based on its recently published guideline for ergonomics in the workplace.

- The Workplace Safety and Health Branch initiated a review to rewrite courses for WHMIS and the Health Hazard Regulation. The Occupational Health Branch, using a grant from Service First Agency, updated the curricula of the Certified Industrial Audiometric Technicians. The new curriculum and student manual will be available October 2000.

- Two CD-ROM's: Investigating Workplace Accidents and Resources containing all of the Division's print materials continued to provide a significant saving for the Division. Over 15,000 copies of both CDs were distributed to the public in 1999/2000.

- The Mechanical and Engineering Branch developed and distributed ten new safety bulletins, updated and re-issued the Manitoba Gas Notices, and developed and published syllabus information for use by pressure welders. The Branch also updated its web site for better content.

- The Workplace Safety and Health Branch newly developed and revised the following bulletins and guidelines: Code of Practice for Safe Operation of Powered Lift Trucks (new), Eye Safety Bulletin (revised), Bulletin on Maintenance/Inspection of Surface Mounted Automotive Hoists Bracing of Wood Trusses - Construction (revised), Wood Scaffold Planks (revised), Danger of Compressed Chlorine (revised), Formaldehyde (revised), Safe Sandblast Cleaning (revised), Eye and Face Protection (revised), Hantavirus in Rodents (revised), Certification of Powered Lift truck Operators (new), personal Protective Equipment in Schools (new), Ergonomics in Garment Manufacturing Industry (revised), Lifting (revised), Building Related Mould (new), Hazard Watch (new), Fall Protection (new), Carbon Monoxide Poisoning (new), Industrial protective Hardware (new), Working With Asbestos - 2000 Edition (revised), Ergonomics: A Guide to Program Development and Implementation (available on web site: www.gov.mb.ca/labour/safety).

- The Workplace Safety and Health Branch continues to provide more services and publications in the French language.

- The Mechanical and Engineering Branch participated in province-wide meetings with gas fitters, industry representatives and fuel suppliers to communicate requirements under the revised CGA-B149 Gas Installation Code.

Client Partnerships and Collaboration Activities

- During the fiscal year 1999/2000, the Division continued to work collaboratively with the following groups: Winnipeg Construction Association, Manitoba Building Trades Council, Canadian Grain Commission, Manitoba Heavy Construction Association, Pre-Cast Erectors (Lafarge and Conforce), Steel Erectors Association, Wall and Ceiling Association, Sheet Metal Workers, Roofing Contractors Association of Manitoba, Association of Professional Engineers and Geoscientists of Manitoba, American Society of Mechanical Engineers, University of Manitoba, Manitoba Sign Association, Canadian Federation of Independent Business, Canadian Gas Association, Canadian Standards Association, Workers Compensation Board, Manitoba Apprenticeship and Training Advisory Board, Garment Industry, Food and Restaurant Association, UNITE (Union of Needle Trades, Industrial and Textile Employees), UFCW (United Food and Commercial Workers), Logging Association, MPIC, the Mines Accident Prevention Association of Manitoba, Canadian Association of Chief Mines Inspector, Propane Gas Association, International Union of Elevator Constructors and the American Society for Quality. These partnerships have resulted in a more effective and efficient utilization of our resources and services, and have helped the Division to better understand its client's needs from an "outside-in" perspective.

- The Division continued to participate in cross-jurisdictional committees including the Canadian Association of Administrators of Labour Legislation - the Occupational Safety and Health (CAALL-OSH) Committee, Committee on Environmental and Occupational Health, CAALL-OSH performance measures working group, C.S.A. Standards Committees on B 51 (Code for the Construction and Inspection of Boilers and Pressure Vessels) and 52 (Mechanical refrigeration Code), B 149 (Code for Natural Gas Burning Appliances), B 44 (Safety Code for Elevators, Dumbwaiters, and Escalators), Community Advisory Panel and a new membership to its ISO TC 176 Canadian delegation committee on ISO 9000 Quality Management Standards, and Mines Inspectors Association, WHMIS (Workplace Hazardous Materials Information System), Canadian Agriculture Injury Surveillance Program, Infectious Disease, HMIRC (Hazardous Materials Information Review Commission) and several other committees to discuss a wide variety of issues in the safety, health and quality assurance fields.

- The Division continued to participate in a number of other committees addressing topics such as substance abuse, smoking control issues, infectious diseases, and occupational infectious disease control.

- Support was provided to the Manitoba Safety Council in hosting its annual conference in the form of providing lecturers and facilitators.

- The Mines Inspection Branch continued to work closely with Industry, Trade and Mines as well as the Department of Conservation to provide a one-window shopping service for investors in Manitoba mining industries.

- The Workplace Safety and Health Branch continued its support for safety committees by allocating specialised resources to aid in providing consultative advice to enhance effectiveness and assist in the establishment of new committees.

- The Mechanical and Engineering Branch adopted the national standardised format examinations for Fifth Class Power Engineers and Refrigeration Class Power Engineers. The Branch previously adopted the national standards for First, Second, Third and Fourth Class Power Engineering Certificates. National standards promote safety by providing uniform qualification benchmarks and by enhancing the portability of power engineering credentials.

- The Mechanical and Engineering Branch is working closely with the Swan Valley Gas Corporation and industry to help clarify code and legislative requirements in anticipation of natural gas being introduced into the Swan Valley communities of Benito, Minitonas and Swan River.

Performance Indicators

The following tables report some quantitative results for program performance by Branches and the Division as a whole.

Table 1

Performance Indicators, Workplace Safety and Health Division

April 1st, 1999 - March 31st, 2000

Effectiveness Measures	1998/99	1999/2000
Client safety training (client-hours)	12,489	8,771[1]
Number of repeat offenders prosecuted	1	1
Total number of prosecutions completed	5	10
Number of partnerships with other departments, organizations, and companies	54	54
Internet contacts	176,825	178,601

Note:

1. *The number of client-hours has decreased because of 62 courses were cancelled due to lack of attendance. Some attendees were rescheduled, but overall there were fewer requests for special training (other than safety and health committee) by Division.*

Table 2

Performance Indicators, Workplace Safety and Health Branch

April 1st, 1999 – March 31st, 2000

Effectiveness Measures	1998/99	1999/2000
Percentage of time spent in high-risk industries where the tools and systems present a significantly higher than average potential for injury to workers	53%	46%[1]
Percentage of client service informational responses within 24 hours	95%	95%

Note:

1. *The reduction in the amount of time safety and health officer's spent in these itemized industries was due, in part to the fact that they spent part of their time training for the new computerized LINK system that was brought on line effective January 2000.*

Table 3

Performance Indicators, Occupational Health Branch

April 1st, 1999 – March 31st, 2000

Effectiveness Measures	1998/99	1999/2000
Hearing Conservation		
- Number of companies reporting	165	205
- Percentage of workers with significant hearing loss	4.8%	10.1%
Blood Lead Monitoring		
- Number of companies reporting	5	5
- Number of workers tested	116	101
- Percentage (number) of workers ever above the removal action limit	1.2%(2)	1.0%(1)
Insecticide Applicators		
- Number of workers tested for blood cholinesterase	143	122
Fibrogenic Dust Exposure		
- Number of companies reporting	14	18
- Number of workers tested	653(1)	941(1)

Notes:

1. *Screening done at commencement of employment and thereafter every two years.*
2. *62 multiple tests were carried out.*

Table 4

Performance Indicators, Mines Inspection Branch

April 1st, 1999 – March 31st, 2000

Effectiveness Measures	1998/99	1999/2000
Accident frequencies in mining (time loss claims per 200,000 hours)	2.9	3.5
Accident severity (average days per WCB claim)	21.6	19.8
Number of investigations	188	220
Number of stop work warnings/ cessation of work orders	32	26
Number of stop work orders	6	4
Number of improvement orders	1,010	597
Number of lost time accidents	152	161
Percentage of time spent at a mine site	60%	50%

Note:

1. *This number is based on a calendar year, rather than a fiscal year, and is consequently a correction of the number reported in the 1998-99 Annual Report.*

Table 5

Performance Indicators, Mechanical and Engineering Branch

April 1st, 1999 – March 31st, 2000

Effectiveness Measures	1998/99	1999/2000
Amusement Rides Inspections		
- % of inspections completed by end of day	99%	100%
Electrical Inspections and Licencing		
- % of inspections completed within 48 hours	90%	90%
- Time from exam to issue of licence/certificate	3 weeks	3 weeks
Elevator Inspections		
- % of inspections completed by month end	90%	94%
- Number of potential incidents averted[1]	1,228	1,408
Gas and Oil Burner Equipment Inspections		
- % of inspections completed within 48 hours	80%	80%
- Processing of permits within 10 minutes of receipt of application	100%	100%
Licensing of Power Engineers		
- Time from exam to issue of licence	3 weeks	3 weeks
- Time from receipt of application to exam date	1 month	1 month
Steam and Pressure Plant Related Inspections		
- % of inspections completed by month end	85%	87%
- Number of potential incidents averted	1,600	1,900
- Licensing and testing of pressure welders within 48 hours	90%	90%
- Processing of registration applications for boilers and pressure vessels within 2 weeks	90%	90%

Note:

1. *Potential Incidents Averted Numbers: Represents the number of dangerous situations detected by individual inspectors. As a result of branch intervention, these hazardous conditions were corrected resulting in the aversion of a potential accident.*

Client Service Responsiveness

Extremely important to the continuous improvement strategy is the regular and periodic assessment of client satisfaction ratings to find out their needs and service responsiveness. The Division does conduct client satisfaction surveys regularly, but not every year. There was no mail-out of survey questionnaires per se done in this fiscal year. However, the process of learning and finding out the components and drivers of customer satisfaction has continued with the aim to implement some of the suggested ideas in the client feedback system.

Ratings from a year before in the Workplace Safety and Health Client Surveys indicate that overall client satisfaction with our services is high, in the 85%-94% range. In 1993/94, 74% of our clients indicated that their occupational health and safety needs were being met to a very great extent, in 1998/99, 80% of our clients indicated that this was the case. Satisfaction with services in 1998/99 was also very high for the client services unit (94%), accident investigation (90%), 24-hour emergency response (90%), complaint investigations (88%), safety and health training (94%) and safety inspection areas (87%). Staff were found competent and professional (94%) by most respondents in their respective areas. Respondents also stressed the importance of offering a variety of safety and health services (71% to 89%).

The Mines Branch Survey indicated that our clients attached a high level of importance to our services, however, the survey also revealed that satisfaction with our services was not as high. Satisfaction of mines' managers was highest while employees were less satisfied with services. Another in-depth survey will be conducted in 2000/01.

The Mechanical and Engineering Branch relies on the feedback and opinions of members from various boards and committees. The Boards and Committees have representatives from employers, workers, independent interest groups as well as from government regulatory authorities. In the last fiscal year, a branch client satisfaction survey was sent out to a variety of external clients. In terms of importance/satisfaction with services, the clients rated the Branch staff 97% satisfactory for their knowledge, 93% for their friendly behaviour and 92% for promptness in providing services. With respect to overall services, 85% of clients were satisfied with inspection, 79% with permit issuance, and 76% with the methods of payment of fees. The results of the survey have allowed the Branch to provide more efficient and reliable services to clients.

Continuous Improvement

An organization's effectiveness in implementing a change based on continuous improvement principles always depends on its core capability to realise its strategic goals. Given that strategic goals stem from an organization's vision, the Division has undertaken many important steps to identify and improve upon those processes that best contribute to its success.

The following includes a summary of the Division's successes:

Strategic Alliances. The use of new tools, techniques and process modelling to create a lasting change in the culture of workplace injury prevention remained a priority focus for the Division. The Division moved ahead and forged strategic alliances with the Workers Compensation Board of Manitoba on a series of proactive approaches, aimed at reducing the number of accidents and injuries in high-risk companies.

Minister's Advisory Council. The Minister's Advisory Council on Workplace Safety and Health similarly embarked upon a very ambitious agenda in its Workplan 2000. The Council undertook a critical look at several key issues vital to the development of a comprehensive and robust strategy for worker safety and illness prevention in the province. Some of the items in their workplan included topics such as: safety in the farming community, safety among young workers and immigrant workers, planning for safety and health committee regulation amendment, development of a regulation on ergonomics, study of the effectiveness of enforcement aspects of safety and health legislation, prevention of violence in the workplace, and changes in the Operation of Mines regulation to reflect technological advancements in the field. Some items have been dealt with, others have been carried over to next year's agenda.

Computer Technology. Commitment to provide employees with the best possible tools, training and technology has continued in this fiscal year as planned. Desktop and laptop computers were equipped with the new network system called, LINK (short for Labour Information NetworK) effective January 2000, and all employees have undergone basic skills training for these new tools. A new computer-based financial and human resources management system also came on line effective April 1, 1999, as planned.

Ergonomics Project. Support continued from WCB enabling the Division to continue offering its enhanced ergonomic service to Manitoba industries. Support was used in the high-risk manufacturing sector to address the high injury costs of some repetitive jobs with successful results.

Project Darwin. Concern over increased injury rates in the manufacturing sector caused the division to undertake research into this sector. Based upon WCB data it became apparent that there were several companies that fell within the category of 'greater than 15 time-loss accidents (LTA) per 100 workers'. Project Darwin is aimed at workplaces that have demonstrated a propensity to experience high accident rates.

Injury Statistics. The Occupational Health Branch progressed in its development of a comprehensive report on occupational illness/ injury statistics. This report will assist the Division in its efforts to focus resources and prevention activities in high risk areas. The report includes aggregate data, as well as sector-specific statistics. The Occupational Health Branch continues to code and record all serious incidents investigated by Workplace Safety and Health Branch so as to facilitate the identification of common causes and associated factors.

- The Occupational Health Branch is attempting to encourage a new proactive culture amongst employers, emphasizing the importance of health issues. The Branch continues to perform a major role in the collection, analysis and distribution of data and information on the state of safety and health in Manitoba workplaces and of workers.

- The Occupational Health Branch continues to monitor the cholinesterase level shifts of pesticide applicators, blood lead levels of lead exposed workers, hearing shifts in noise exposed workers and fibrogenic dust chest x-ray results in order that appropriate interventions can be implemented to prevent more serious illnesses, disabilities, or death.

Inter-Branch Co-operation. The Divisional branches worked together using risk management techniques to identify their priorities with respect to process improvement and safety modelling, in order to plan respective workload targets and to identify and address many of the hidden improvement opportunities. The Mines Inspections Branch, Workplace Safety and Health Branch and Mechanical and Engineering Branch continue to work co-operatively improving their services in rural and northern Manitoba.

2(f) Workplace Safety & Health

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	2,564.1	49.00	2,569.3	(5.2)	
Total Other Expenditures	919.2		773.4	145.8	1.
Total Expenditures	3,483.3	49.00	3,342.7	140.6	

Explanation Number:

1. *Over-expenditure reflects additional costs of acquiring new laptop computers for field staff of the Branch.*

2(g) Occupational Health

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	239.0	3.00	223.2	15.8	
Total Other Expenditures	38.8		44.8	(6.0)	
Total Expenditures	277.8	3.00	268.0	9.8	

2(h) Mines Inspection

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	505.3	10.00	552.2	(46.9)	
Total Other Expenditures	277.5		223.0	54.5	1.
Total Expenditures	782.8	10.00	775.2	7.6	

Explanation Number:

1. Over-expenditure reflects additional cost of acquiring new laptop computers for field staff of the Branch

2(b) Mechanical and Engineering

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	1,504.7	34.00	1,694.5	(189.8)	1.
Total Other Expenditures	546.5		473.0	73.5	
Total Expenditures	2,051.2	34.00	2,167.5	(116.3)	

Explanation Number:

1. Under-expenditure reflects salary savings due to staff vacancies.

Advisory Council on Workplace Safety and Health

The Advisory Council on Workplace Safety and Health was established in 1977 under the authority of *The Workplace Safety and Health Act*. The Council reports directly to the Minister of Labour. Technical, administrative and financial support is supplied by the Workplace Safety and Health Division. Members receive remuneration in the form of an honorarium and a payment for out-of-pocket expenses.

Council advises or makes recommendations to the Minister of Labour concerning:

- General workplace safety and health issues;
- Protection of workers in specific situations;
- Appointment of consultants and advisors; and
- Any other matter concerning workplace safety and health on which the Minister seeks the Council's opinion.

Members are appointed by the Lieutenant Governor in Council, with equal representation from three groups: workers, employers, and technical and professional organizations.

During 1999/2000, Council membership consisted of:

Chairperson

- W. N. Fox-Decent (re-appointed Oct, 1997 for a 3 year term)

Technical Representatives

- B. Simoneau, Canadian Association of Safety Engineering (re-appointed Oct, 1997 for a 3 year term)
- B. Mazerolle, Manitoba Association of Registered Nurses (appointed July 1996 for a 3 year term)
- I. Gusdal, American Association of Industrial Hygiene (appointed Oct, 1997 for a 3 year term)
- R. Typliski, Association of Professional Engineers (appointed Oct, 1997 for a 3 year term)

Management Representatives

- C. Lorenc, Manitoba Heavy Construction Association (re-appointed Oct, 1997 for a 3 year term)
- J. Huot, Alliance of Manufacturers and Exporters Canada (appointed July 1996 for a 3 year term)
- L. Kutchaw, Mining Association of Manitoba (appointed Oct, 1997 for a 3 year term; resigned on March 28, 2000)
- M. Steele, Winnipeg Construction Association (appointed Oct, 1997 for a 3 year term)

Labour Representatives

- H. Mesman, Manitoba Federation of Labour (re-appointed Oct, 1997 for a 3 year term)
- W. Pindera, Manitoba Teachers Society (re-appointed Oct, 1997 for a 3 year term)
- B. Shiaro, Manitoba Federation of Labour (re-appointed Oct, 1997 for a 3 year term)
- F. Thomas, Manitoba Building and Construction Trades Council (re-appointed Oct, 1997 for a 3 year term)

The Advisory Council on Workplace Safety and Health establishes committees where appropriate to advise Council on specific matters dealing with safety and health in the workplace. During 1999/2000 the following committees were active:

- Agriculture Safety and Health Committee
- Review Committee for Operation of Mines Regulation

Council completed several of its work plan projects in 1999/2000. The Division made several presentations before the Council on such important topics like a review of the incident reporting systems, newly created CD-ROM for accident investigations, control of infectious diseases, cross-Canada survey

on reporting of accidents in workplaces, proposals to the changes in Operations of Mines Regulation. The Advisory Council approved the new guideline on ergonomics prepared by the Division for distribution to clients and businesses. The guideline was later made available via the Divisional Internet web site for use by the public.

Note:

Please note that Council's expenditures by sub-appropriation are part of the Workplace Safety and Health Branch sub-appropriation.

Employment Standards Division

The Employment Standards Division is comprised of the Employment Standards Branch and the Worker Advisor Office. The Employment Standards Division administers six Acts and associated regulations that set out the rights and responsibilities under employment standards laws for both employees and employers in the workplace. They are: *The Employment Standards Code, The Employment Services Act, The Construction Industry Wages Act, The Remembrance Day Act,* and *The Retail Businesses Holiday Closing Act.* The Worker Advisor Office mandate is also established under *The Workers Compensation Act.*

The mission of the Employment Standards Division is to educate workers and employers and to ensure the protection of their rights and entitlements in the workplace. The Employment Standards Division provides a comprehensive program of client initiated services, proactive services and labour adjustment services, as well as advocacy services to clients of the Worker Advisor Office. The services provided are designed to promote stable and harmonious employment relationships and to ensure that clients receive the legislated benefits to which they are entitled. The Employment Standards Division believes that fair employment practices benefit all Manitobans.

Employment Standards Branch

Objectives

- To Achieve socially desirable terms and conditions of employment for the Manitoba work force through the establishment of minimum standards and conditions of employment and to ensure compliance with the legislation in an equitable, effective and efficient manner.

- To promote harmonious employment relationships through the dissemination of information, public education programs and the facilitation of dispute resolution between the parties.

- To assist employers and workers in finding solutions to actual or potential workforce adjustment problems arising from business closures or threatened layoff due to economic, technological or industrial change.

- To assist workforce adjustment committees in developing re-training and redeployment strategies to help workers whose jobs may disappear or change into other jobs with the same employer, sector or move to completely different forms of employment.

The Employment Standards Branch received 3,246 claims, 150,000 telephone calls, and approximately 10,000 walk-ins in 1999/2000. The Employment Standards Branch provided services to these clients through three program areas: Client Initiated Services, Proactive Services and Labour Adjustment Services.

1. Client Initiated Services

Client initiated services are those functions that are provided in response to a need identified by our clients. These services ensure the fair and equitable resolution of workplace disputes. They also ensure minimum standards and conditions of employment.

- **Triage and Early Resolution:** The Customer Service Centre performs a systemic triage of all claims filed with the branch. All incoming claims are assessed as to the degree of urgency, the degree of complexity, and past/present claims experience. Based on these criteria the Intake Officer in the Customer Service Centre determines if the claim needs to be immediately assigned to the field operation, e.g. in the case of a bankruptcy or a set of complicated issues, or whether an early resolution can be attempted.

Claims that are assessed as appropriate for early resolution are assigned to Intake Officers. The Officer gathers the relevant information, evaluates the facts and the applicable legislation and policy, and then ensures that the parties in the claim are aware of their respective rights and obligations. Once informed of these rights and obligations the parties are often willing to voluntarily settle their issue. Claims which cannot be resolved using this process are referred to a field investigation.

In 1999/2000, 37% or 1,200 claims were finalized using the early resolution process. The value to clients is that issues can be resolved relatively quickly (the average time to resolve a claim was 34 calendar days) and without the need for time-consuming field investigation.

- **Field Investigation:** The field unit is divided into four teams, each with responsibility for particular industrial sectors. The sector-based teams allow officers to share information and develop a better understanding of the issues specific to their sectors. Each is responsible for identifying industries or businesses that have a relatively high risk of non-compliance and for proposing ways to address the situation, including audits, compliance testing, educational campaigns, or partnering with industry organizations. Focusing existing resources on high-risk industries or businesses in this manner, rather than dealing solely with individual complaints results in greater compliance with the legislation.

  In addition to risk assessment activities, field officers investigated approximately 2,000 claims in 1999/2000. After investigating the issues and educating the parties about employment standards laws, officers were able to facilitate a voluntary resolution of claims in approximately 90% of these cases. For the remaining 10%, formal orders were issued.

- **Alternate Dispute Resolution:** The Employment Standards Branch provides parties in a dispute with a voluntary process to attempt a final objective mediation of the issues. This process enabled the branch to resolve 51% of appeals without requiring a formal hearing by the Manitoba Labour Board. Alternative dispute resolution is successful in over 90% of cases when it is attempted.

- **Judgement and Collections:** This functional area recovers wages found owing to employees through determinations made by the Employment Standards Branch or by Orders of The Manitoba Labour Board. In 1999/2000 approximately $250,000 was recovered through formal actions.

Client Initiated Services Table of Performance:

	Projected 1999/2000	Actual 1999/2000
Percentage of Claims Finalized at:		
Early Resolution Level	*30*	*37*
Field Investigation Level	*60*	*58*
Alternate Dispute Resolution Level	*4*	*1*
Manitoba Labour Board Level	*1*	*2*
Judgement and Collections Level	*5*	*2*

2. Proactive Services

Proactive services are those functional areas that are initiated by the Branch to educate employees and employers as to their legislated rights and responsibilities, and to identify areas at high risk for non-compliance.

This past year the Branch completed a report on compliance testing in the construction industry. Staff from the Branch met with employer and employee representatives from the industry to discuss the results of the report and to identify further action to promote awareness of and compliance with the legislation.

A report on child and youth labour, commissioned by The Canadian Association of Administrators of Labour Legislation (CAALL), and sponsored by The Employment Standards Branch was also presented to CAALL. One of the important conclusions of the report is the finding that young workers in the province have not been well educated as to their employment standards rights and obligations. The Branch has made a concerted effort to expand its education services to young people and it continues to look for innovative ways to get this massage out to these workers. Given the increased outreach, the Branch has found that the number of child employment permits issued in 1999/2000 was the most issued in any one year (982 in total). This represents an increase of approximately 53% from the previous year.

- **Customer Service Centre**: The customer service centre handles all incoming telephone traffic; receives and triages all claims filed with the branch; performs database entry for most claims, investigates and attempts early resolution on most claims, and issues child employment permits.

  Some staff in the centre are being cross-trained to provide intake/inquiry services for the Worker Advisor Office. This will allow the two branches to share resources and it will effectively increase the number of available, trained, front-line staff. Cross training is proving to be of great value in offices outside Winnipeg. For example, it is currently implemented in Brandon in conjunction with the Workplace Safety and Health Division.

  The Customer Service Centre continues to use an automated call distribution (ACD) to manage incoming telephone traffic and to assist in the evaluation of telephone calls. In 1999/2000, 57% of callers had to wait less than 30 seconds to speak with an Inquiry Officer. The abandonment rate (the percentage of callers that hung-up before speaking with an Inquiry Officer) was 7%. The branch is considering upgrading the ACD system to include skills based routing. One of the features of this process is that it can allow calls to be directed to Officers specifically trained in the area of the customer's concern.

3. Labour Adjustment Services

The Labour Adjustment Services Unit assist employers and workers to find solutions to actual or potential workforce downsizing arising from business closures or layoffs due to economic, technological or industrial change. The unit also assists workforce adjustment committees to develop retraining and redeployment strategies for workers whose jobs may disappear or change.

Community and consultative services are provided primarily to northern and single-industry communities that are faced with downsizing by a community's primary employer. Labour Adjustment staff make the initial contact in potential downsizing situations and participate in the development of a responsible and flexible adjustment process.

In 1999/2000 Labour Adjustment Services was involved in 33 committees, assisting approximately 4,300 workers.

The Unit formed partnerships with a number of government departments to develop a working draft of a handbook, which identifies practical steps to take to mitigate the impact on a community facing economic change or a downturn in a single industry economy.

The unit also developed a worker adjustment handbook to assist workers impacted by job loss. The handbook showcases information on resume styles, job search and interviewing techniques, career options and community services/resources in Manitoba.

Additionally, through committee involvement, the unit assisted workers from the Winnipeg Unisys plant closure, Whiteshell Laboratories located in Pinawa and Boeing to find full-time employment or retraining opportunities. The Unit also partnered with a number of sectoral training agencies to develop a market driven training course to assist several Boeing employees impacted by job loss to become retrained and re-employed in the Winnipeg labour market.

LABOUR ADJUSTMENT SERVICES TABLE OF PERFORMANCE:

	Projected 1999/2000	Actual 1999/2000
% of workers adjusted	*67*	*73*
# of downsize situations facilitated	*40*	*40*
Level of client satisfaction (exit surveys)	*73*	*N/A*[*]

Achievements:

√ The Employment Standards Code was proclaimed into force May 1, 1999. The Code consolidates *The Employment Standards Act, The Vacations With pay Act,* and *The Payment of Wages Act* into one legislation. The Code provides more consistent definitions, eliminates redundancies, and modernizes the legislation.

√ In the first quarter of 1999/2000, the Branch implemented a comprehensive public education initiative to disseminate information to the public regarding the Employment Standards Code. Printed public education materials were revised, website information was updated as well as the employment standards video.

√ The Employment Standards Branch expanded its "team-approach" to service delivery by cross training staff in the intake/inquiry unit to answer questions and concerns from clients of the Worker Advisor Office. Cross training of staff has led to the development of a pilot "common intake" project which involves physically relocating staff from the Employment Standards Branch to a common intake area in the Worker Advisor Office. The intent is to maximize the resources available in the intake area of both branches to provide more timely service to the public.

√ The Employment Standards Branch established a database to track child employment permits. The database tracks the employee's age, industrial sector in which he or she is employed, hours of work both during and outside the school year, and other relevant data. The information obtained from the database assists the Branch in designing and delivering educational programs to educate youth about their rights and responsibilities under employment standards laws.

√ A handbook was developed for the construction industry outlining the rights and responsibilities under employment standards laws for both employers and employees in the industry. Copies of the handbook were distributed to various government agencies, The Winnipeg Construction Association and community colleges.

√ Labour Adjustment Services developed a worker adjustment handbook for distribution to committees assisting workers affected by job loss. The handbook highlights information on resume styles, job search and interviewing techniques, career options and community services/resources in Manitoba.

√ Labour Adjustment Services partnered with a number of sectoral training agencies to develop a market driven training course which assisted 20 displaced Boeing employees to be retrained as structural repair air craft maintenance engineers. Graduates of the program received consideration for employment with the Winnipeg Air Canada Maintenance Base.

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[*] The Eaton's Employee Adjustment Committee has conducted a "pilot" client satisfaction survey, which will be completed and analyzed by the early part of the 3rd quarter of the 2000/01 fiscal year. Labour Adjustment Services will be using the survey to develop a generic instrument to effectively measure levels of client satisfaction for future worker adjustment committees.

- √ Ninety percent of the 150 employees from the Winnipeg Unisys plant closure found full time employment or re-training opportunities in the Winnipeg labour market with the assistance of Labour Adjustment Services.

- √ Labour Adjustment Services partnered with a number of government agencies to develop a working draft of a comprehensive handbook for use by single industry communities facing economic change as a result of industry closures.

Continuous Improvement:

- The Employment Standards Branch is reviewing its case management techniques to develop *pro-active initiatives to enhance and ensure the continued timely resolution of claims.*

- With the recent implementation of a computerized claim tracking system, the Employment Standards Branch is analyzing historical data to develop sectoral and industry profiles to identify systemic and problematic areas for pro-active branch education initiatives.

- The Employment Standards Branch has partnered with a number of industry organizations and businesses to develop educational campaigns to ensure youth and newcomers to Manitoba are aware of their rights and responsibilities under employment standards legislation.

2(j) Employment Standards

Expenditures by Sub-Appropriation	Actuals 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	1,885.0	37.70	1,948.8	(63.8)	
Total Other Expenditures	640.9		637.6	3.3	
Total Expenditures	2,525.9	37.70	2,586.4	(60.5)	

Worker Advisor Office

The Worker Advisor Office provides professional and timely service to workers and their dependents who require assistance with their Workers Compensation claims, and to interest groups who identify a need for educational and training assistance for their members.

Objectives

- To advise workers and their dependents on the interpretation and administration of *The Workers Compensation Act*, regulations and policies, and to advise on the effect and meaning of decisions made under the Act and policies.

- To assist workers and their dependents who dispute decisions relating to their benefit entitlement under *The Workers Compensation Act* of Manitoba.

- To represent workers and dependents with their appeal of Workers Compensation Board decisions, directly to the Board and/or at an oral hearing before the Appeal Commission.

- To educate workers, including workers whose first language is other than English, about their rights and obligations within the workers compensation system.

Summary of Performance

The Worker Advisor Office provided assistance and representation to over 450 claimants requesting formal appeal assistance last year.

The focus on assisting clients at the intake stage has led to an additional 250 cases being resolved without formal appeal.

Achievements

√ The Worker Advisor Office, Workplace Safety and Health and Citizenship and Multiculturalism branch have established a working group to develop a community outreach project informing the general public about their rights and responsibilities within the workplace and services available through the three branches.

√ An internet website has been established for the Worker Advisor Office to assist clients in accessing information on the services offered by the Worker Advisor Office.

	PROJECTED 1999/2000	ACTUALS 1999/2000
1) Branch Facilitation of Claims % of inquiries finalized through early intervention	25	25
a) % of claims finalized at Primary Adjudication b) % of claims finalized at Review Office c) % of claims finalized at Appeal Commission	20 60 20	24 54 22
2) Timeliness/ Responsiveness a) contact to be made with client by assigned Worker Advisor b)satisfaction rating of clients regarding resolution in a timely manner (1-5)	80%contacted within four weeks 4	85% contacted within four weeks
3) Public Education Number of presentations to workers organizations and multicultural communities	12	13

Continuous Improvement

➢ The Worker Advisor Office and the Employment Standards Branch will continue to provide training to intake officers in response to the needs of the common intake project.

➢ The Worker Advisor Office has developed a French brochure outlining the services offered by the Branch for distribution to the general public.

➢ The Worker Advisor Office will target information dissemination to interest groups such as unions, medical practitioners and work and safety committees to ensure workers are aware of their rights within the Workers Compensation system.

2(k) Worker Advisor

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	573.4	12.00	611.0	(37.6)	
Total Other Expenditures	164.6		166.2	(1.6)	
Total Expenditures	738.0	12.00	777.2	(39.2)	

Citizenship and Multiculturalism Division

The Citizenship and Multiculturalism Division was integrated into the Department of Labour in September 1999. Through its provincial leadership role in immigration and settlement matters, the division directs policies, programs and activities that work toward making Manitoba a place where people are welcomed and have opportunities for full participation in the social, economic and demographic growth and development of the province without fears of racism and discrimination. The division delivers its programs and services through the Immigration Promotion and Recruitment Branch, the Settlement and Labour Market Services Branch, the Adult Language Training Branch, and the Multiculturalism Secretariat.

Immigration Promotion and Recruitment Branch

The Immigration Promotion & Recruitment Branch seeks to increase skilled and business immigration to the province through the implementation of a proactive and international Promotion and Recruitment Campaign. The Branch has continued its worldwide recruitment for persons with the expertise and resources to meet the current and future labour and economic development needs of the Province.

Summary of Performance

Since January 1994, Manitoba has been at the forefront in initiating proactive and strategic means of increasing immigration. The Branch has significantly increased awareness to potential immigrants of Manitoba as a desirable place to live by communicating worldwide the advantages of choosing Manitoba as an immigration destination. Information seminars abroad and visits to the divisional website have attracted more than 5,000 people.

The Provincial Nominee Agreement, an addendum to the Canada Manitoba Immigration Agreement, has provided an increased role for the province in recruiting, screening, and nominating skilled individuals and their family members who meet the province's labour market needs for purposes of permanent immigration to Manitoba. At the end of the fiscal year, 622 individuals were nominated for immigration to Manitoba, representing a total of 2,093 people. As a result of successful implementation, the 1999 Provincial Nominee allocation was increased from 200 to 450 principal applicants.

Primarily attributed to the Provincial Nominee Program, Manitoba's 1999 immigration arrivals of 3,702 is a 23% increase from the previous year. In 1999, Manitoba received over 87% of the total Provincial Nominee category arrivals in Canada. The overall proportion of immigration to Manitoba was 1.96% in 1999, up from 1.72% in 1998.

In November 1999, Manitoba initiated and hosted Canada-wide consultations on the Provincial Nominee Program with representatives from seven provinces as well as local, regional, and national Citizenship and Immigration Canada staff.

Direct contact is maintained with immigration officers in over 30 posts (Canadian Embassies, High Commissions, and Consulates) to ensure smooth processing of applications. This also allows Manitoba to convey accurate information on the province's approach to promotion and recruitment and on current economic and labour market development strategies.

Presentations were made on Manitoba's immigration initiatives to federal Immigration Program Managers in the Asia-Pacific geographic region. This contact has resulted in increased and coordinated communication when processing applications of immigrants destined to Manitoba.

Staff continues to participate in promotion and recruitment campaigns abroad. In November 1999, the Branch partnered with Manitoba Agriculture & Food and other private sector partners in the Netherlands and Belgium promoting the immigration of European livestock farmers to Manitoba. Since the campaign, there have been several exploratory visits to Manitoba as well as farmland purchases by Dutch and Flemish farmers who attended campaign seminars.

In March 2000, the Branch was part of a national recruitment mission to London. Seven provinces were represented and held both individual and group seminars focusing on business immigration. In additions, staff participated for the fifth year in Emigrate 2000, a three-day trade fair that was attended by over 13,000 skilled/professional and business immigrants. Meetings were also held with staff at the Canadian High Commission in London where a significant number of Provincial Nominee applications are being processed.

Staff continues to create partnerships and meet with Manitoba-based businesses, associations, educational and professional organizations to ensure that they act as access points to promote skilled independent immigration to Manitoba, and identify current labour market demands.

The Branch continues to participate in Federal/Provincial/Territorial Working Groups' review of the Skilled Independent and Business Immigration Programs to provide Manitoba's perspective on proposed changes.

Settlement and Labour Market Services Branch

The Settlement and Labour Market Services Branch facilitates the economic and social integration of immigrants in Manitoba through the development, coordination, support, delivery and funding of settlement related programs and services.

Summary of Performance

On April 1, 1999, in conjunction with the Adult Language Training Branch, the Settlement and Labour Market Services Branch implemented the new Manitoba Immigrant Integration Program (MIIP). MIIP is a streamlined funding program designed to facilitate the economic and social integration of immigrants in Manitoba. The program provides funding, coordination and /or staff support for services delivered through partnerships. It provides integrated immigrant settlement and language training services for newcomers to Manitoba as well as Federal and Provincial funding.

In 1999/2000, 25 projects for a total of $1,567.5 were funded under the MIIP - Immigrant Settlement Services component.

The projects were in the following areas:

- Initial immigrant settlement services;
- Community development activities;
- Settlement standards; professional development;
- Employment preparation and placement services;
- Employment services of highly skilled immigrants;
- Materials development and distribution;
- Services in rural and northern communities;
- Immigrant family wellness activities; research; and
- Consultation and information to further develop settlement and integration activities.

The Credentials Recognition Program - a program that provides wage assistance and assessment assistance to qualified highly skilled immigrants to gain recognition for education and work experience obtained outside of Canada - registered 131 clients of which 29 received wage assistance and 46 received assessment assistance. 199 immigrant clients received services related to the assessment of their Academic qualifications. 170 clients (representing 64 occupations and 56 countries of origin) were issued an Academic Credentials report. The report is a compilation of data on education and training received abroad by immigrants.

Branch staff was active in coordinating settlement activities with relevant service providers through the following coordinating committees:

- The Kosovar Coordinating Committee was formed to meet the immediate needs of Kosovar refugees by coordinating efforts among sponsors, government and service providers in the community;

- The Settlement Group which includes settlement funders and representatives from agencies providing a wide range of settlement services in Manitoba, facilitates networking among groups active in immigrant settlement to exchange information and identify gaps, current issues, and areas for collective action;

- The Trauma Recovery/Wellness Coordinating Group which was formed to respond to the specific needs of the Kosovar refugees identifies gaps in services for refugees / victims of trauma; and

- The Employment Services Coordinating Group which involves provincial government departments responsible for funding and/or standards as well as the major agencies that provide employment services for immigrants identifies gaps, areas of concern and coordinates efforts for change and development of the field.

The Branch continues to provide support for the provision of plain language materials within government including the adaptation of existing materials to address language needs and culturally specific information. The following settlement materials were developed:

Information for Newcomers - a package of 10 brochures: Your first few weeks in Manitoba; Education; Health and Safety; Information Services; Housing; Shopping and banking; Employment and Income Support; Laws in Manitoba;Transportation and Travel; and Enjoying Life in Manitoba;

Winnipeg Directory for Employment Service Providers - which provides information on a variety of services available to newcomers in Manitoba to assist those providing employment, services to immigrants; and

Facts Sheets - outlining the accreditation processes of 54 professions and trades.

Branch staff participated in the following working groups:

- Federal/Provincial/Territorial Working Group on Settlement and Integration. This group was the medium of consultation for the federal government during the development of their new settlement funding allocation model.

- Federal/Provincial/Territorial Working Group on Access to Professions and Trades. Manitoba participated actively in the organization of the first National Conference on Qualification Recognition.

- Manitoba Refugee Sponsors which is a group of Manitoba Sponsorship Agreement Holders that meet monthly to coordinate activities related to private sponsorships of refugees and information and support for both the sponsors and the refugees.

Adult Language Training Branch

The primary responsibility of the branch is the coordination of Adult English as a Second language (A/ESL) training throughout Manitoba. It facilitates integration of new immigrants to Manitoba through the development, coordination, support, delivery and funding of language acquisition programs that also deal with orientation, settlement, labour market service and integration activities. The branch actively supports

the establishment of joint initiatives and partnership endeavours between a variety of service providers and other partners.

In addition to direct service to immigrants requiring A/ESL training and referral to services, staff support is provided to employers, schools, sponsors, settlement service providers, volunteers, mainstream organizations and ethnocultural communities, working to become more responsive to the emerging needs of new immigrants to Manitoba.

Summary of Performance

Canadian Language Benchmarks (CLB) assessments in listening/speaking, reading and writing along with intake interviews, to determine language competency related to immediate, short and long term goals were conducted with 2,257 individuals. Referrals to A/ESL classes in projects and programs were made according to individual needs, goals and personal circumstances.

The Branch funded Winnipeg School Division #1 and Applied Linguistics Centre to deliver Adult English as a Second Language (A/ESL) classes, on a continuous intake/exit basis, with formalized progress reporting, for 1400 students and a standardized system of teacher monitoring and evaluations. Classes are available on a full and part time basis, during the day, evening, weekend and summer.

The branch provided financial support to Red River College (RRC) for full time five month terms for those with low language levels as well as intermediate and advanced A/ESL for academic and occupational purposes. Employment Projects for Women (EPW) received support to deliver A/ESL for job search, to coincide with employment preparation and placement services. Both these programs included work experience practice opportunities.

The Adult Language Training Branch coordinated delivery of other A/ESL programs, pilot projects and evaluations in the following areas:

Community Based Language Training

- English for Seniors: partnering with Age & Opportunity Centre, Jewish Child & Family Services and Good Neighbour Seniors Centres to deliver 19 classes at 9 different Winnipeg sites, to 311 isolated immigrant seniors, from 17 language groups. Childminding was provided for those who needed it;

- ESL for Women; at 12 Winnipeg sites, in conjunction with community groups, churches, schools, the Winnipeg Centennial Library and housing projects, with transportation and childminding services, with 12 classes for 278 non-confident immigrant women and childminding for their pre-school children; and

- For the Love of Reading, based upon the Book Bridges Family Literacy model was modified for A/ESL parents and piloted at the Winnipeg Centennial Library.

Workplace Language Training

- Provided classes for 301 learners at 19 work sites, leveraging additional dollars from employers; for 30 learners at 2 union sites; for 45 learners requiring specific labour market language delivered at 2 school sites and 45 learners at 3 employment preparation locations;

- English for Child Care was offered in conjunction with Child Care credit courses for CBLT childminders and other child care assistants;

- Developed and coordinated 15 special A/ESL initiatives for 174 participants, in response to identified needs for Residential Care Workers, Health Care Aides, Midwives and Computerization and Pronunciation, through identification of funding and delivery partners; and

- Outside of Winnipeg, 8 WLT classes were delivered for 91 learners; one class of 12 people in Winkler preparing for their Health Care Aide course and 34 classes for 347 learners who needed generic language development. The rural programs were held in the Pembina Valley, Interlake, Southeast, Southwest and Thompson regions;

Other Initiatives

- Pre-Service Teacher Training on A/ESL was provided at the University of Manitoba, Providence College and the University of Winnipeg;
- In-Service Professional Development was provided for Teachers and Teachers Aides as well as at TEAM;TESL Manitoba; TESL Canada; and two Saskatchewan locations by special request;
- Presentations to federal immigration managers and coordinators from across Canada on Manitoba's A/ESL innovative program initiatives were made;
- Workshops on cross-cultural awareness and inter-cultural communication were prepared and delivered for managers in volunteer and non-profit organizations as well as in and for business;
- Presentations were given on referrals to the A/ESL system, services and courses available and understanding language levels using CLB to Manitoba Education & Training managers and counseling staff involved in client referral;
- Benchmarking of courses and occupations were done in conjunction with Red River College, Language Training Centre, Family Day Care and Prior Learning Assessment Centre staff;
- Partnered with E&T and Literacy Partners of Manitoba for A/ESL referral, follow-up and feedback information via Learn Line connections and promote Volunteering with A/ESL learners;
- Developed a Training Series for potential A/ESL Volunteers;
- Introduced Language Partners on a pilot basis for A/ESL Seniors Resource and Material Development;
- Manitoba Objectives for A/ESL Literacy were developed and presented;
- A draft Canadian Language Literacy Benchmarks Revision was prepared for national field testing and academic review;
- Developed and field tested Writing Tasks - A Resource for A/ESL Teachers as they evaluate writing levels;
- Produced Midwifery Curriculum Resource following pilot test;
- A training video Assigning Canadian Language Benchmark Levels was developed for use with/by A/ESL teachers preparing report cards for students;
- Partnered with national groups to fund and develop Walk Mile videos, workbooks and web-site; and
- Produced English for Medical Purposes Curriculum Resource for use with doctors and nurses with A/ESL needs Tasks – A Resource for A/ESL Teachers as they evaluate writing levels.

3(a) Citizenship

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	1,570.2	34.50	1,677.1	(106.9)	
Total Other Expenditures	589.1		846.6	(257.5)	1.
Total Financial Assistance	4,920.5		4,759.1	161.4	2.
Total Expenditures	7,079.8	34.50	7,282.8	(203.0)	

Explanation Number:

1. *Under-expenditure reflects expenditure management of out-of-province travel as well as the transfer of funds to the Financial Assistance sub-appropriation to cover the additional costs of a special resettlement project for Kosovar refugees.*
2. *Over-expenditure reflects the additional costs of a special resettlement project for Kosovar refugees.*

Multiculturalism Secretariat

The Multiculturalism Secretariat is responsible for the identification of priorities for action throughout government departments and agencies to incorporate the principles of multiculturalism in their programs and services. Multicultural initiatives are generated in government and communicated to the public and to other departments to encourage their continued evolution and development.

Through ongoing consultations and communication with ethnocultural community organizations and individuals and attendance at community meetings, events, functions, conferences and government and community groups, obtains feedback as to priorities for action.

The Secretariat continues to enhance community participation in government initiatives through an ongoing communication strategy. Meetings with the ethnocultural communities are held province-wide regarding their involvement in future immigration and the implementation of the Canada-Manitoba Immigration Agreement.

Over the past year, Multiculturalism Secretariat undertook a number of activities including:

- The coordination of provincial participation in citizenship promotion and anti-racism activities designed to strengthen the understanding of cultural diversity and encourage the development of a respectful and culturally sensitive environment;
- The provision of training opportunities for departmental staff and participation in community activities to recognize March 21st, the International Day for the Elimination of Racial Discrimination;
- Participation in a Holocaust remembrance project with B'nai Brith; and the implementation of Day of Remembrance of the Holocaust;
- Presentations, upon request, to educational institutions and community groups on multicultural and cross-cultural issues;
- Participation in a training project with the federal government on developing a civil service training package "Diversity Works";

- The development of a brochure entitled "Racism and Your Rights" completed in co-operation with the Community Legal Education Association (CLEA) and the Manitoba Human Rights Commission, identifying the legal ramifications of racism and discrimination; and

- Participation in the development of a manual on racism for staff of the Manitoba Human Rights Commission.

3(b) Multiculturalism Secretariat

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	152.1	2.00	97.4	54.7	1.
Total Other Expenditures	48.9		47.5	1.4	
Total Expenditures	201.0	2.00	144.9	56.1	

Explanation Number:

1. *Over-expenditure reflects the additional salary and benefits costs for an employee on acting status while another employee was on secondment to another government department.*

Multicultural Grants Advisory Council

The Multicultural Grants Advisory Council (MGAC) was established to give advice and recommendations to the Government of Manitoba through the Minister responsible for Multiculturalism with respect to the distribution of lottery funds to multicultural communities. It strives to promote and maintain the cultural values of Manitobans and to develop an understanding, appreciation and sharing of the diverse cultural values that enrich Manitoba and Canada.

MGAC is an arm's-length funding umbrella comprised of a 15-member government-appointed board responsible for processing grant applications from Manitoba multicultural community organizations and determining grant allocations. The amount of support is based on the availability of funds, the need of the applicant and the ability of the applicant to make effective use of the funds available. Eligible organizations may apply for operational funding, special projects or capital projects. Priorities are given to Manitoba-based activities of an intercultural nature; upgrading of technical, administrative and management skills of volunteers, members and staff; and community and organization development strategies. Funding assistance may be provided up to 50% of the eligible budget submitted and could be in the form of cash, bingos, or a combination of both.

In 1999/2000 the Council approved 85 grants for a total of $215,3000.00. In addition, 157 bingo events/sessions with a value of $305,4000.00 were also allocated to 108 organizations.

3(c) Multicultural Grants Advisory Council

Expenditures by Sub-Appropriation	Actual 1999/2000 $	Estimate 1999/2000 FTE	Estimate 1999/2000 $	Variance Over/(Under)	Expl. No.
Total Salaries	53.8	1.00	53.9	(0.1)	
Total Other Expenditures	17.3		25.7	(8.4)	
Total Grant Assistance	215.4		215.0	0.4	
Total Expenditures	286.5	1.00	294.6	(8.1)	

Department of Labour

Reconciliation Statement ($000)

DETAILS	1999/2000 ESTIMATES
1999/2000 Main Estimates	$14,057.8
Transfer of functions from: Culture, Heritage and Tourism[1]	7,790.7
Industry, Trade and Mines[2]	111.8
1999/2000 Estimate	**$21,960.3**

[1] *Transfer of the Citizenship and Multiculturalism Division to the Department of Labour*
[2] *Transfer of responsibility for the Boards and Commissions Office to the Minister of Labour*

Department of Labour

Expenditure Summary ($000)
for fiscal year ending March 31, 2000 with comparative figures for the previous fiscal year

Estimate 1999/2000		Appropriation	Actual 1999/2000	Actual 1998/99	Increase (Decrease)	Expl. No.
	11-1	**LABOUR EXECUTIVE**				
$ 27.0		a) Minister's Salary	$ 27.0	$ 26.1	$ 0.9	
		b) Executive Support				
584.6		1. Salaries	581.2	362.9	218.3	1.
69.7		2. Other Expenditures	71.0	80.9	(8.1)	
$ 681.3	**Total 11-1**		**$ 679.2**	**$469.9**	**$ 209.3**	
	11-2	**LABOUR PROGRAMS**				
		a) Management Services				
$1,074.3		1. Salaries	$ 1,055.2	$ 1,022.2	$ 33.0	
318.4		2. Other Expenditures	334.5	392.4	(57.9)	
		b) Mechanical & Engineering				
1,694.5		1. Salaries	1,504.7	1,494.2	10.5	
473.0		2. Other Expenditures	546.5	510.3	36.2	
		c) Conciliation, Mediation & Pay Equity Services				
376.8		1. Salaries	372.0	355.7	16.3	
95.3		2. Other Expenditures	104.7	108.6	(3.9)	
		d) Pension Commission				
275.3		1. Salaries	249.6	232.6	17.0	
90.0		2. Other Expenditures	77.4	87.9	(10.5)	
		e) Manitoba Labour Board				
820.6		1. Salaries	852.5	608.0	244.5	2.
282.3		2. Other Expenditures	275.6	383.9	(108.3)	3.
		f) Workplace Safety & Health				
2,569.3		1. Salaries	2,564.1	2,461.1	103.0	
773.4		2. Other Expenditures	919.2	855.2	64.0	

Estimate 1999/2000	Appropriation	Actual 1999/2000	Actual 1998/99	Increase (Decrease)	Expl. No.
	g) Occupational Health				
223.2	1. Salaries	239.0	207.3	31.7	
44.8	2. Other Expenditures	38.8	36.1	2.7	
	h) Mines Inspection				
552.2	1. Salaries	505.3	483.8	21.5	
209.0	2. Other Expenditures	277.5	203.9	73.6	
	j) Employment Standards				
1,948.8	1. Salaries	1,885.0	1,760.3	124.7	
637.6	2. Other Expenditures	640.9	687.4	(46.5)	
	k) Worker Advisor Office				
611.0	1. Salaries	573.4	563.7	9.7	
166.2	2. Other Expenditures	164.6	164.1	0.5	
$13,236.0	**Total 11-2**	**$ 13,180.5**	**12,618.7**	**561.8**	
	11-3 CITIZENSHIP AND MULTICULTURALISM				
	a) Citizenship				
1,677.1	1. Salaries	1,570.2	1,389.5	180.7	4.
846.6	2. Other Expenditures	589.1	1,726.6	(1,137.5)	5.
4,759.1	3. Financial Assistance & Grants	4,920.5	1,381.2	3,539.3	6.
	b) Multiculturalism Secretariat				
97.4	1. Salaries	152.1	87.7	64.4	
47.5	2. Other Expenditures	48.9	37.1	11.8	
294.6	c) Multicultural Grants Advisory Council	286.5	250.4	36.1	
7,722.3	**Total 11-3**	**7,567.3**	**4,872.5**	**2,694.8**	
	11-4 AMORTIZATION OF CAPITAL ASSETS				
388.8	Amortization of Capital Assets	385.8	--	385.8	7.
388.8	**Total 11-4**	**385.8**	**--**	**385.8**	
$22,028.4	**TOTAL EXPENDITURES**	**$ 21,812.8**	**$17,961.1**	**$3,851.8**	

Explanation Number:

1. *The increase reflects the transfer of responsibility for the Boards and Commissions Office to the Minister of Labour in October, 1999. As well, the increase reflects the payment of separation pay and vacation pay to political staff who were terminated following the change of government in October, 1999.*
2. *The increase reflects the fact that the fees paid to members and vice-chairpersons of the Manitoba Labour Board were charged against the Salaries sub-appropriation in 1999/2000, whereas in previous years they were charged against Other Expenditures. As well, the increase reflects the salary and benefits costs of an additional Board Officer in 1999/2000.*
3. *The decrease reflects the fact that Board Fees, which were previously processed as Other Expenditures, were processed as Salary costs in 1999/2000.*
4. *The increase reflects the five new positions that were filled in 1999/2000 pursuant to the Settlement Services Agreement.*
5. *The reduction reflects the fact that, in previous years, contribution agreements were paid out of the Other Expenditures sub-appropriation, whereas in 1999/2000 they were paid out of the Financial Assistance and Grants sub-appropriation.*
6. *The increase reflects the fact that contribution agreements were paid out of Financial Assistance and Grants in 1999/2000 and not from Other Expenditures as in previous years. As well, the Manitoba Immigrant Integration Program ran for the full 1999/2000 fiscal year, whereas the program only commenced during the final quarter of 1998/99.*
7. *The increase reflects the fact that the program to amortize the costs of the Desktop Initiative and the Better Methods project began in the 1999/2000 fiscal year.*

Department of Labour

Revenue Summary by Source ($000)
for fiscal year ending March 31,2000 with comparative figures for the previous fiscal year

Actual 1998/99	Actual 1999/2000	Increase (Decrease)	Source	1999/2000 Actual	1999/2000 Estimate	Variance	Expl. No.
			Current Operating Programs:				
			Other Revenue:				
$ 5,108.8	$ 5,108.8	$ 0.0	(a) Workers' Compensation Board	$ 5,108.8	$ 5,108.8	$ 0	
2,809.6	2,810.3	0.7	(b) Fees	2,810.3	3,100.1	(289.8)	
118.4	78.5	(39.9)	(c) Sundry	78.5	120.1	(41.6)	
$ 8,036.8	$ 7,997.6	$ (39.2)	Sub-Total	$ 7,997.6	$8,329.0	$ (331.4)	
			Government of Canada:				
$ 46.6	$ 54.2	7.6	(a) Boilers and Elevators Inspections	$ 54.2	$ 53.0	$ 1.2	
150.8	156.1	5.3	(b) Flin Flon Inspection Agreement	156.1	156.1	0	
1,299.0	3,898.1	2,599.1	(c) Immigrant Settlement Services	3,898.1	3,804.4	93.7	1.
$ 1,496.4	4,108.4	$2,612.0	Sub-Total	$ 4,108.4	$ 4,013.5	$ 94.9	
$ 9,533.2	$ 12,106.0	$2,572.8	Total Revenue	$ 12,106.0	$ 12,342.5	$ (236.5)	

Explanation Number:

1. *Government of Canada – Immigrant Settlement Services*
   - *1999/2000 Actual $2,599.1 over 1998/99 Actual – The increase reflects the fact that 1999/2000 revenues reflected the first full year of activity under the Immigrant Settlement Services Agreement. 1989/99 included revenues for the period from January 1st to March 31st, 1999.*

Department of Labour

Five Year Expenditure and Staffing Summary by Appropriation ($000)
for years ending March 31,1996 - March 31, 2000

Appropriation		Actual/Adjusted Expenditures*									
		1995-96		1996-97		1997/98		1998/99		1999/2000	
		FTE	$	FTE	$	FTE	$	FTE	$	FTE	$
11-1	Labour Executive	8.50	453.0	11.00	557.3	11.00	582.5	11.00	575.6	11.00	679.2
11-2	Labour Programs	206.10	12,763.0	206.20	12,500.3	196.70	12,160.0	195.70	12,618.7	194.20	13,180.5
11-3	Labour Special Programs	-	298.4	-	-	-	-	-	-	-	-
11-4	Citizenship & Multiculturalism	35.50	3,976.4	32.50	3,615.0	32.50	4,311.7	37.50	4,872.5	37.50	7,566.5
11-5	Amortization of Capital Assets	-	-	-	-	-	-	-	-	-	385.8
Total		214.60	13,514.4	249.70	16,672.6	240.20	17,054.2	244.20	18,066.8	242.70	21,812.0

*Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization during the years under review.

NOTES:

1. *As of 1996/97, the Office of the Fire Commissioner became a Special Operating Agency. Totals from previous years have been adjusted to reflect this change.*
2. *As of 1996/97, the Payment of Wages Fund under Labour Special Programs was eliminated.*
3. *1998/99 was the first year that costs were incurred for the new government-wide desktop management initiative.*
4. *In October, 1999, the Citizenship and Multiculturalism Division transferred to the Department of Labour from the Department of Culture, Heritage and Tourism.*